AirCard®
782S Mobile Hotspot

User Guide

NETGEAR®
AirCard®

2400352 Rev 1

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1: Get Started

This chapter provides an overview of AirCard® 782S Mobile Hotspot features, and instructions on how to set up your mobile hotspot and connect to the Internet.

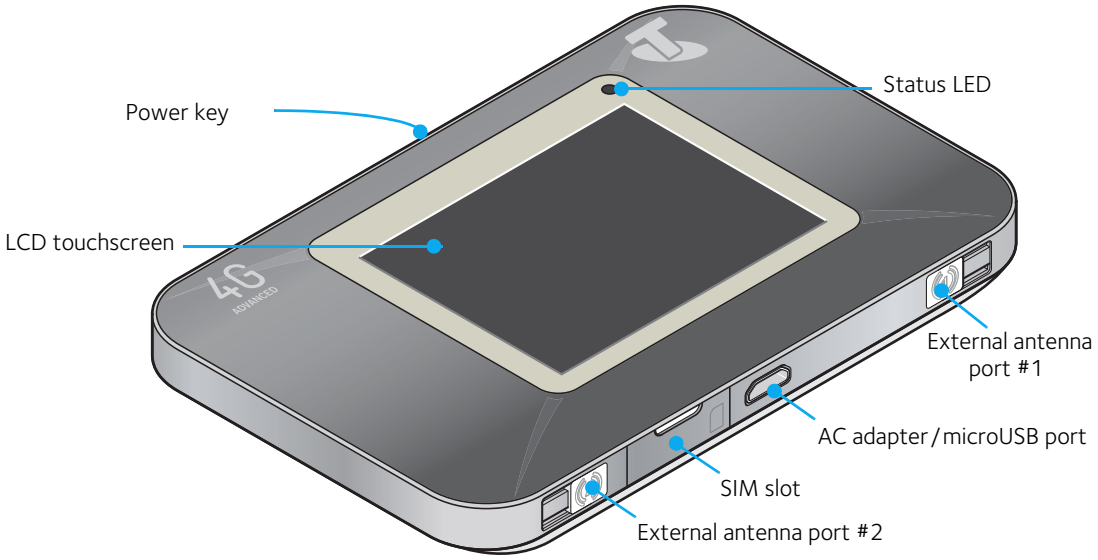
Know Your Device

Your mobile hotspot enables you to create a Wi-Fi access point anywhere there is cellular network coverage. You can use that Wi-Fi access point to connect your laptop and other Wi-Fi capable devices to your service provider's mobile broadband network and connect to the Internet.

You can also use your mobile hotspot in tethered mode by connecting it to your laptop with the USB cable to access the Internet.

Additional features include:

- Touchscreen LCD interface — Manage your hotspot settings, data connection, and Wi-Fi network usage, and view system alerts
- On-screen keyboard for changing your Wi-Fi network names and passwords without accessing the web interface from your computer.
- Jump Boost — Boost another device's battery using the Jump Boost cable provided with the hotspot.
- GPS
- Wi-Fi Protected Setup (WPS) — A fast, easy way to connect WPS-enabled devices to your Wi-Fi network.
- Dual band Wi-Fi — The hotspot uses a dual-band Wi-Fi radio (2.4 GHz and 5 GHz) to connect devices that support dual-band Wi-Fi at higher throughputs.
- Guest Wi-Fi — Set up a guest Wi-Fi network for temporary users, and use the main network for trusted devices.



Manage your Device and Settings

You can manage your device and change settings using:

- The device's LCD (see page page 11)
- The Homepage (see page 17)
- AirCard Watcher app for Smartphones and Tablets (see page 16)

Power button

Table 1-1: Power button usage

Desired result	Action
Turn hotspot on	Press and hold the power button for two seconds.
Turn hotspot off	Press and hold the power button for two seconds.
Wake up Wi-Fi signal and device screen	Press and quickly release the power button.

Status LED

The LED indicates the device's connection status:

Table 1-2: LED indicator patterns

Colour	LED pattern	What the pattern means
Blue[a]	Single blink (every 3 seconds)	Data connection is ready for use
Amber[a]	Blink (every 3 seconds)	Data connection is not ready (disconnected or no signal)
Blue[a]	Double blink (every 3 seconds)	Data is transferring (uploading/downloading) on the data connection
Blue/ Amber	Slow blink, alternating blue and amber	New software is being downloaded for installation
Amber	Solid	Software is installing on the device

a. LED pattern displays only if the LED feature is enabled. See below.

You can set the device to not light the LED during regular use (Data connection ready, Data connection not ready, Data transferring).

To set the status LED behaviour:

1. On the home screen, tap **Settings > Display**.
2. Tap **LED**, then select:
   - **Off** — The status LED will not only light up when the device is booting up or a software update is being downloaded for installation.)
   - **On** — The status LED follows the behaviour described in Table 1-2.

LCD touchscreen

The hotspot's touchscreen LCD displays:

- Wi-Fi name and password
- Network signal icons (See Table 1-3 on page 12 for details.)
- Data usage details
- Wi-Fi details (Wi-Fi network management — Main/Guest Wi-Fi and Dual-Band Wi-Fi, Wi-Fi range, connected devices, etc.)
- Device settings (screen brightness, software updates, view wireless number, etc.)
- System alerts
- Device tutorial

Use the touchscreen to:

- Personalize the hotspot and change basic settings — Use the homescreen Settings and Wi-Fi options.
- Charge another device's battery — Use the Jump Boost feature.

For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then visit the homepage at http://m.home.

LCD screen elements

The LCD screen uses icons and other screen elements to indicate the hotspot's status, configure Wi-Fi and device settings, view data usage details, and view system alerts.

Homescreen

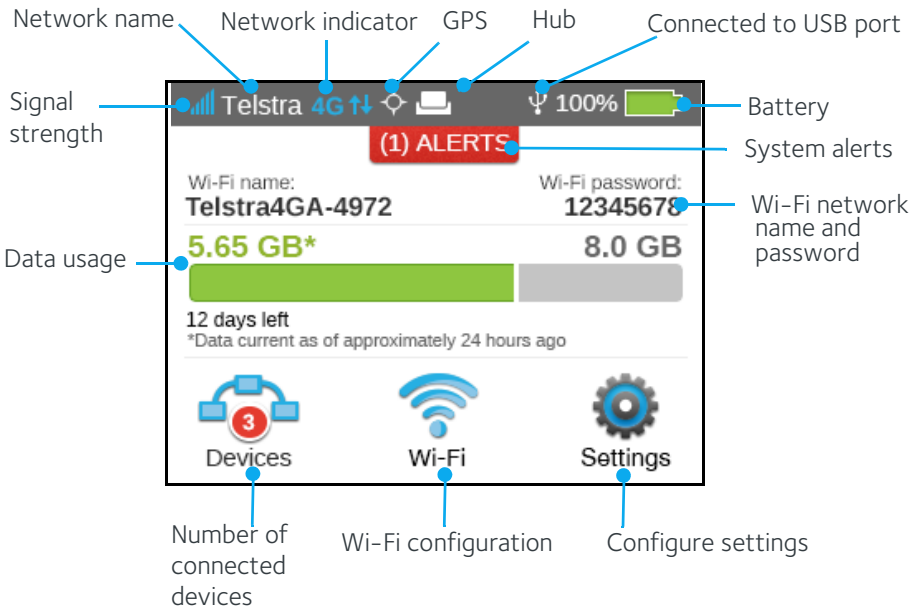


Figure 1-1: LCD homescreen

Table 1-3: LCD homescreen elements

Element	Indicates
	Signal strength/roaming • 1 bar — low level • 5 bars — excellent • Triangle — roaming (connected to a network other than Telstra's)
	No signal
	The type of network available.* 4G — LTE H — HSPA and Dual Carrier 3G — 3G
	Battery level Indicates the charge status of the battery. Green — 26–100% Yellow — 11–25% (Battery is low) Red bar — <10% (Battery is critical. Connect charger.)
	Battery charging

Table 1-3: LCD homescreen elements (Continued)

Element	Indicates
	Alerts Tap the alert bar to view the messages.
Default Main Wi-Fi name and password	Used by Wi-Fi enabled devices to connect to the mobile hotspot.
Guest Wi-Fi name and password	Displays on the LCD instead of the Main Wi-Fi name and password when Guest Wi-Fi is enabled. Used by Wi-Fi enabled devices to connect to the mobile hotspot, without being allowed to access the homepage or other devices on the main network. See Change Wi-Fi network names and passwords on page 37 if you want to change these names and passwords.
	Estimated data usage for the current billing period Tap the data bar to view detailed information.
	Devices (Shows number of connected devices) Tap to view device details.
	Wi-Fi menu (Blue when Wi-Fi is turned on) Tap to configure basic Wi-Fi settings.
	Settings menu Tap to configure hotspot settings.

Accessories

The following accessories are included with your hotspot:

- Micro USB Jump Boost cable — Used to charge another device from the hotspot
- Micro USB cable — Used to recharge the battery or tether the mobile hotspot to your computer
- Wall charger — Used with the USB cable to recharge the battery or to power the mobile hotspot from a wall socket

Depending on your service provider, the following accessories may also be included:

- Charging cradle
- Extended battery

Information on accessories is available at: http://www.netgear.com/telstraaccessories

Power sources

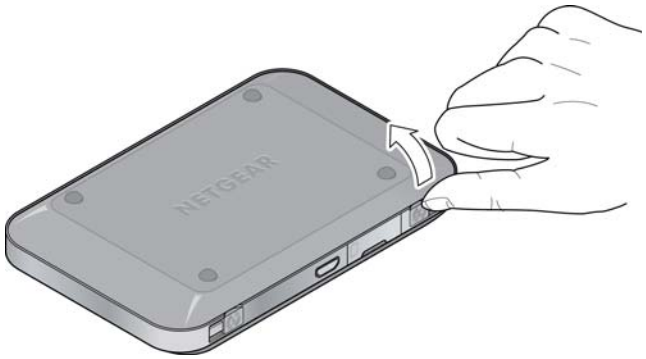
You can power your hotspot from:

- Rechargable battery included with the hotspot
- Wall socket using the AC adapter and USB cable
- USB port on your computer

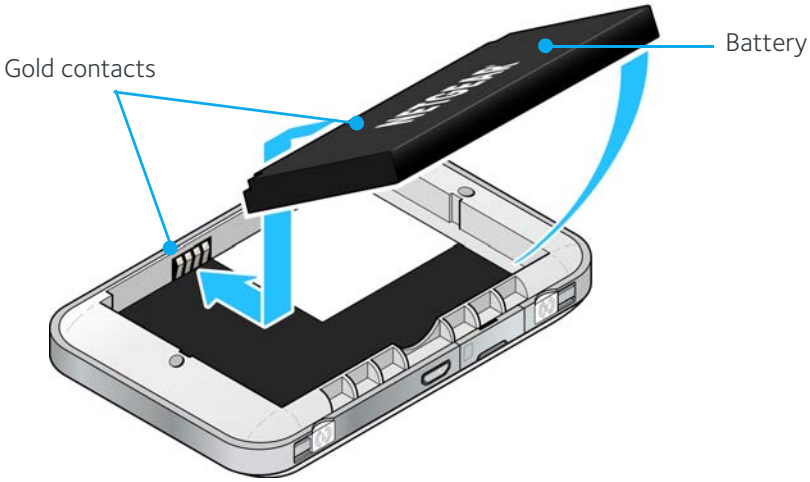
Set up and connect to the Internet

Install the battery

1. Remove the back cover by lifting at the notch above either external antenna port.



2. Insert the battery as shown. Ensure the gold contacts on the battery line up with the gold contacts on the device.



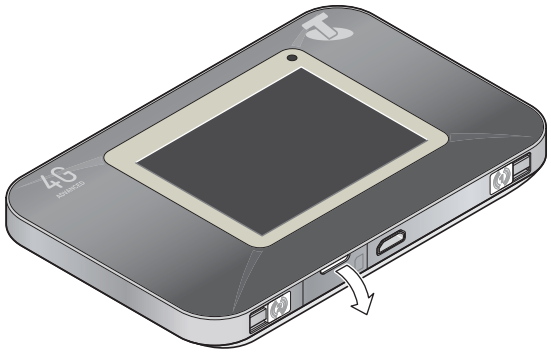
3. Replace the back cover.

Note: The battery comes partially-charged and ready to go. When the battery needs recharging, follow the instructions in Recharge the battery on page 36.

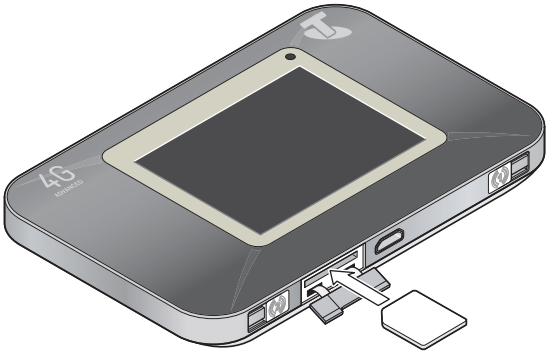
Install the SIM

Depending on your service provider, the microSIM card may already be inserted. If you need to insert it:

1. Remove the SIM slot cover.



2. Insert the microSIM card as shown.



3. Close the slot cover.

Connect to the Internet

To connect to the Internet:

Note: Your computer (and other devices) can connect to the hotspot wirelessly. Use the USB cable mainly to recharge the battery or charge another device. (You can also connect to the Internet with the hotspot tethered to the laptop with the USB cable. See Tethered mode on page 16.)

1. Turn on the hotspot.
   Press and hold the power button for a few seconds. Once powered up, the hotspot automatically searches for and connects to your network provider's mobile broadband network.
2. Connect your computer or other device to your Wi-Fi network.
   a. Check that your device has Wi-Fi enabled, and search for available Wi-Fi networks.
   b. Select the Wi-Fi name displayed on the hotspot LCD screen, and connect to it.
   c. When prompted, enter your Wi-Fi password, as it appears on the hotspot's LCD screen.
3. Launch your browser to surf the Internet. (The first time you use the hotspot, you will have to activate it with BigPond. Follow the instructions in the Quick Start Guide included with your device.)

Note: To personalize the hotspot and change basic settings, use the LCD homescreen Settings and Wi-Fi options. For advanced settings, use a Wi-Fi enabled device to connect to the hotspot and then use a browser to display the homepage (http://m.home). Log in as Administrator to make changes. (default Admin Login is **admin***)*

Note: The LCD screen may go into sleep mode to save power. To wake up the LCD screen, press and quickly release the power button, then tap the Unlock icon.

Tethered mode

You can use your hotspot in tethered mode (connected to a computer using the USB cable) instead of connecting to it via Wi-Fi.

Note: The first time that you use your hotspot in tethered mode (connected to a computer using the USB cable), drivers are loaded on your computer to support the hotspot.

Windows XP (or other Windows OS if installing the NMEA PORT)

1. On the hotspot, tap **Settings > More > Driver Installation**.
2. Tap **Install Drivers**.
3. Use the USB cable to connect the hotspot to your computer.
   The hotspot installs the necessary driver.
4. Once the driver is installed, you can surf the net or go to the homepage http://m.home to customize your hotspot's advanced settings.

Other operating systems

1. Ensure the hotspot is powered off.
2. Use the USB cable to connect the hotspot to your computer.
   The hotspot automatically powers on and installs the necessary driver.
3. Once the driver is installed, you can surf the net or go to the homepage http://m.home to customize your hotspot's advanced settings.

AirCard Watcher app for Smartphones and Tablets

Download and use the complimentary AirCard Watcher™ app to view your connection, settings, and data usage from your smartphone or tablet. Search the app store for NETGEAR AirCard.

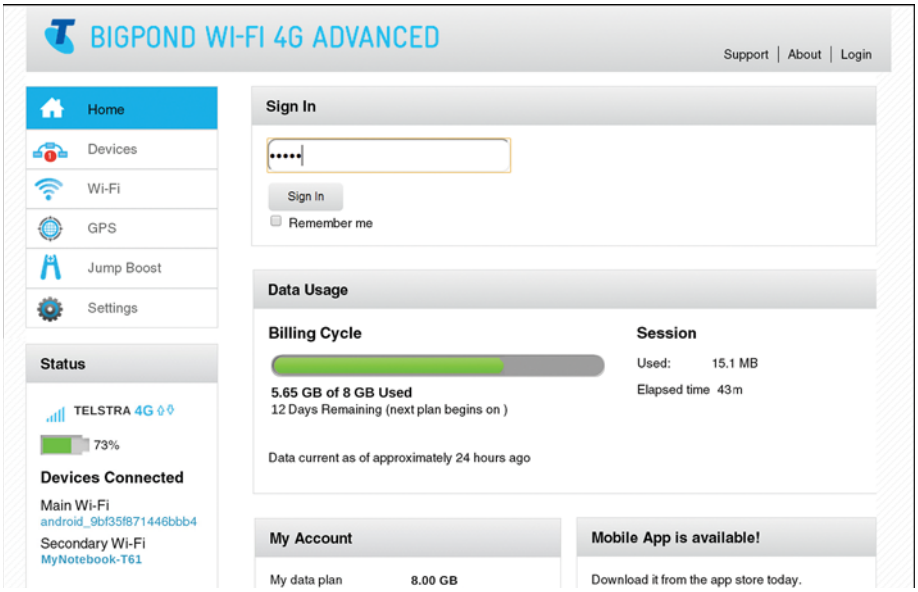
To manage all hotspot settings, go to the homepage http://m.home.

Hotspot homepage

Your hotspot comes configured and ready to use, and the touchscreen lets you manage many basic device and Wi-Fi settings. You can also go to your hotspot's homepage to manage additional advanced settings.

*Note: The homepage URL (http://m.home) is shown on the LCD (**Settings > About**) and in the Quick Start Guide that came with your hotspot.*

You must be logged in as Administrator to change settings and view detailed information (default Admin Login is **admin**).



To log in as Administrator:

1. On the homepage, place your cursor in the **Sign In** field and type **admin** (the default Admin Login).
2. Click **Sign In**.

Once you are logged in, you can access all of the features available on the touch screen plus advanced features, such as:

- Change the SSID, Wi-Fi Passwords, Admin Login, and Wi-Fi encryption
- Select a custom Wi-Fi profile (Dual-Band Wi-Fi, Guest Wi-Fi)
- Set auto connect options
- View data usage
- Change advanced settings such as security settings and router options

Security credentials

Three passwords are associated with the hotspot:

- Wi-Fi password — Used to connect your computer or other Wi-Fi device to your mobile hotspot network. This character string is unique to your device. It is

displayed on the main hotspot LCD screen. If the screen is blank (a power-saving feature), press and quickly release the power button to view the information on the screen. The default Wi-Fi Password is also printed on a label under the battery.

- Guest Wi-Fi Password — When enabled, guests can use this password to access the Guest Wi-Fi network.
- Admin Login — Used to log into the homepage as Administrator. You must be logged in as Administrator to use certain features and to make changes to your hotspot settings. The default Admin Login, **admin**, is printed on a label under the battery. The Admin Login can be 5–31 characters.

You can change these passwords on the homepage, http://m.home. For more information, see Change Wi-Fi network names and passwords on page 37 and Change Homepage login settings on page 39.

2: Use Your Mobile Hotspot

This chapter provides information on how to use your hotspot.

Note: To change settings you need to be logged in as Administrator. See Hotspot homepage on page 17.

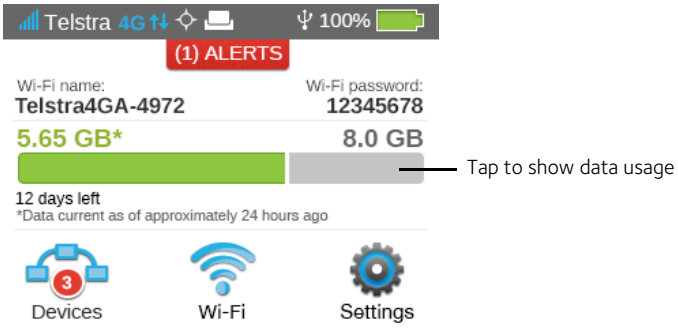
View data usage

You can view an estimate of your data usage (not accurate for billing purposes) on the homepage and on the LCD's home screen.

Note: The plan data counter resets automatically when the next billing cycle starts, and the session data counter resets automatically for each session.

On the LCD touchscreen:

The home screen shows the estimated data usage for the current billing cycle.



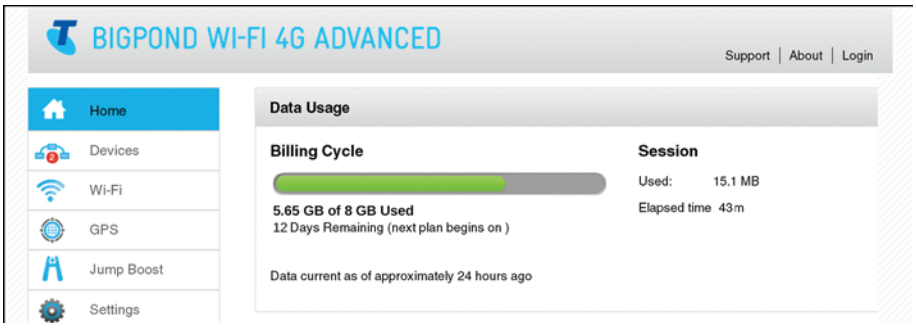
To view detailed data usage information:

1. On the home screen, tap the data usage bar
2. On the Data Usage screen, tap an option to view show detailed information:
   - **Billing Cycle:**
     Amount of data used
     Days remaining in the current cycle
     The date the next cycle begins
   - **Current Connection:**
     Amount of data used in current broadband session
     Time the connection started
     Amount of time connection has been active

On the Homepage:

The homepage shows the data usage for the current billing cycle (for monthly plans) or for the pre-paid plan, and for the current broadband session.

1. Go to the homepage. The data usage information appears for the Billing Cycle and for the current Session.



Manage Wi-Fi

The hotspot provides the flexibility of matching its Wi-Fi radio setup to your Wi-Fi needs by letting you choose a predefined Wi-Fi profile or customizing your own. The Wi-Fi profile determines how the hotspot's Wi-Fi features are used:

- Dual-band Wi-Fi (2.4 GHz and 5 GHz) — Gives you the flexibility of connecting devices that support dual-band Wi-Fi to transfer data at higher throughputs.
- Main Wi-Fi network — Share your Wi-Fi with devices you trust.
- Guest Wi-Fi network — Share your Wi-Fi with temporary visitors without exposing the devices on the Main Wi-Fi network or letting them access the hotspot homepage.

By default, Main Wi-Fi is enabled and Guest Wi-Fi is disabled. If your place of business does not allow Wi-Fi, or for any other reason you want to disable Wi-Fi and use the mobile hotspot only in tethered mode, the mobile hotspot gives you that option.

Note: Whenever you make changes to Wi-Fi settings, the hotspot resets to activate the new settings. Any devices connected to the hotspot will be disconnected when the hotspot resets.

Choose a Wi-Fi Profile (Enable / disable Main Wi-Fi, Guest Wi-Fi, Dual-Band Wi-Fi)

On the LCD touchscreen:

From the touchscreen, you can select from a set of basic profiles. For more detailed profile selections, use the homepage.

1. Tap **Wi-Fi > Wi-Fi Profiles**.

Note: The Wi-Fi Profiles list that appears will include a 'Custom' option only if you are using an advanced profile that you set up through the homepage.

2. Select the profile you want to use.
3. When prompted, click **Submit**.

Note: When you choose a new profile, the hotspot resets. Any devices connected to the hotspot will be disconnected when the hotspot resets.

On the Homepage:

Use the homepage to set up a profile that is more detailed than the basic profiles selected from the touchscreen.

1. On the homepage, log in as Administrator.
2. Click **Wi-Fi**.
3. Select the **Options** tab.
4. In the Wi-Fi Profiles drop-down list, select a predefined profile or select **Custom Setup** to choose your own options.
5. If you want to modify the displayed profile (even if you have selected a predefined profile), use the following options:
   - Select **Enable secondary Wi-Fi network** to be able to use both Wi-Fi bands (2.4 GHz and 5 GHz)
   - Select the Wi-Fi Frequency (2.4 GHz or 5 GHz) to use on the Main and/or Secondary Wi-Fi networks.
   - Select **Guest Wi-Fi** to use the Secondary Wi-Fi network for temporary visitors.
6. Click **Submit** to save your changes. (Note: If you selected a predefined profile, then changed Frequency or Guest Wi-Fi options, the profile type changes automatically to Custom Setup.)

Note: When you change your profile options (including disabling or enabling either Wi-Fi network), the hotspot resets. Any devices connected to the hotspot will be disconnected when the hotspot resets.

Add a wireless device to your Wi-Fi network

You can connect up to fifteen wireless devices such as smart phones, laptops, tablets, digital cameras, printers, gaming consoles, and digital picture frames to your hotspot network. (See Set maximum number of connected devices on page 23 for instructions on setting connections for Main Wi-Fi and Guest Wi-Fi networks.)

You can add a wireless device to your Wi-Fi network manually, or if the device you are adding is Wi-Fi Protected Setup (WPS) enabled, you can use the WPS method to connect the device without using the Wi-Fi password.

Add a wireless device manually

1. On the wireless device you want to add to your network, view the list of available Wi-Fi networks.
2. Connect to the network that corresponds to your hotspot network, as displayed on the LCD.

3. When prompted, enter the Wi-Fi password for your hotspot network. The Wi-Fi password is displayed on the hotspot LCD screen. (If the screen has turned off to save power, press and quickly release the power button to wake up the screen.)

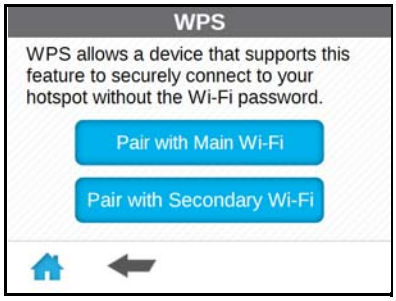
Add a WPS-enabled device

You can add a WPS-enabled Wi-Fi device to your Wi-Fi network without a Wi-Fi password, using the homepage or the hotspot LCD screen.

On the LCD touchscreen:

1. On the home screen, tap **Wi-Fi > WPS**.

2. Tap **Pair with Main Wi-Fi** or **Pair with Secondary Wi-Fi** (if available).



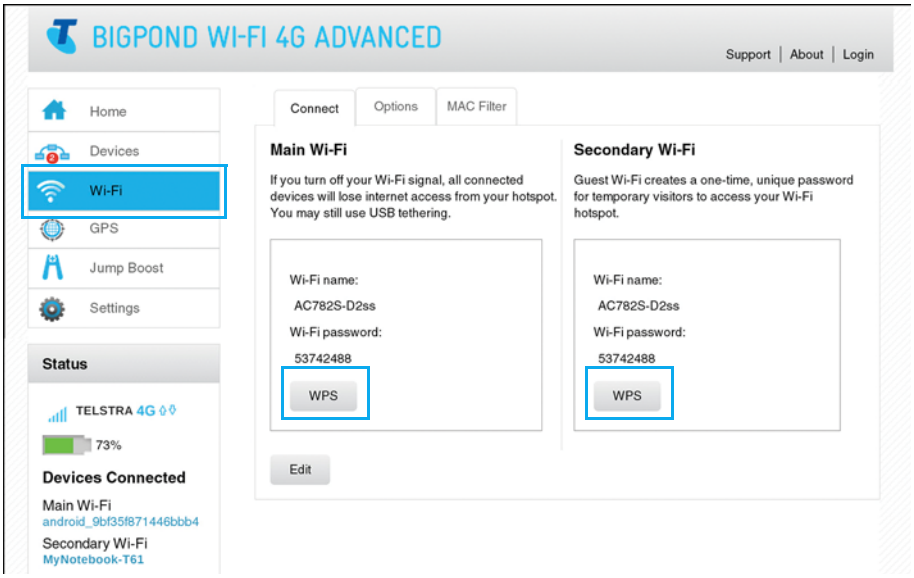
3. Within two minutes (120 seconds), press the WPS button on the wireless device you want to connect.

Your mobile hotspot and the wireless device will communicate and establish the connection.

On the homepage:

1. On the homepage, log in as Administrator.

2. Click **Wi-Fi**.



3. In the Connect tab, click **WPS** for either the Main Wi-Fi or Guest Wi-Fi network (if available).
4. Choose the WPS method you want to use:
   - If the device you want to connect has a WPS button:
     Click **WPS button pairing**, and then within two minutes (120 seconds) press the device's WPS button, or
   - If the device you want to connect has a WPS PIN associated with it:
     Click **Enter WPS PIN**, and then enter the device's WPS PIN.

   Your hotspot and the wireless device will communicate and establish the connection.

Set maximum number of connected devices

You can connect up to fifteen wireless devices to the hotspot. These connections are shared between the hotspot's Main and Secondary Wi-Fi networks.

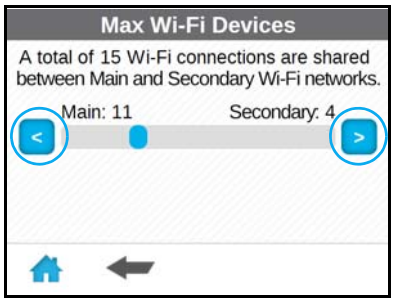
To set the number of devices that can connect to each Wi-Fi network:

On the LCD touchscreen:

1. From the home screen, tap **Wi-Fi > Options**.

2. Tap **Max Wi-Fi Devices**.

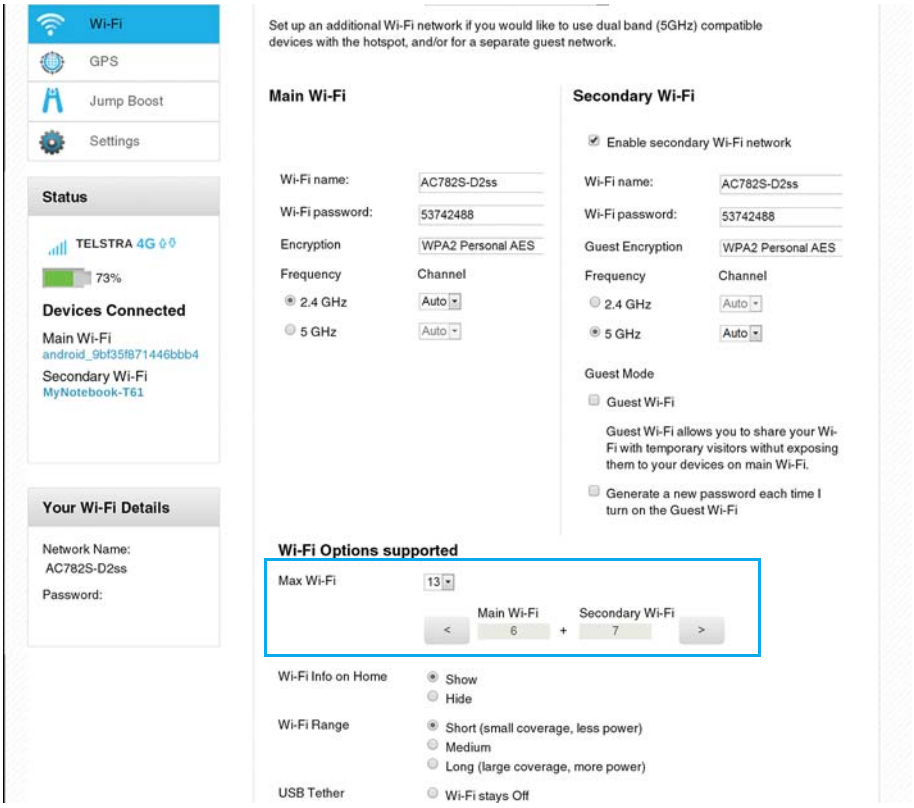
3. If you want to change the total number of devices that will be allowed to access your hotspot:
   a. Select the number of devices that will be allowed to access your hotspot.
   b. When prompted, tap **Submit**.
4. Tap the displayed split to set the number of connections available for the Main and Secondary Wi-Fi networks.
5. Tap < or > to adjust the number of connections available on each of the Wi-Fi networks (Main and Secondary).



6. When prompted, tap **Submit**.

On the homepage

1. Log in as Administrator.
2. Select **Wi-Fi > Options**.



3. From the Max Wi-Fi drop-down box, select the number of devices that will be allowed to access your hotspot.
4. Click < or > to adjust the number of connections available on each of the Wi-Fi networks (Main and Secondary).
5. Click **Submit**. (Submit button appears once you make a selection.)

View / block connected users

Note: When you block or unblock users, the hotspot resets to activate the new settings. Any devices connected to the hotspot will be disconnected when the hotspot resets.

To view a list of devices connected to your hotspot and block undesired users:

On the LCD touchscreen:

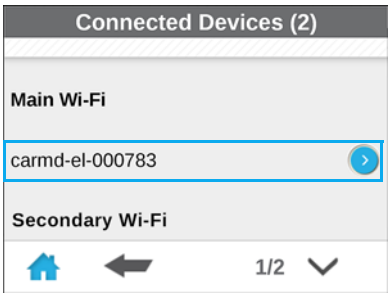
To view connected devices:

1. From the home screen, tap **Devices**. A list of devices connected to the Main Wi-Fi and Secondary Wi-Fi networks appears.

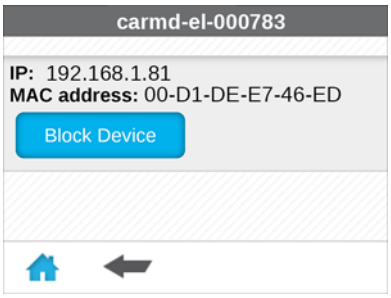
If you notice a Wi-Fi device that you do not recognize, you can block that device from connecting to your Wi-Fi network.

To block a device:

1. Tap the device name.



2. Tap **Block Device**.



3. Tap **Continue Block**.

To view a list of blocked devices:

1. From the home screen, tap **Wi-Fi > Block List**.

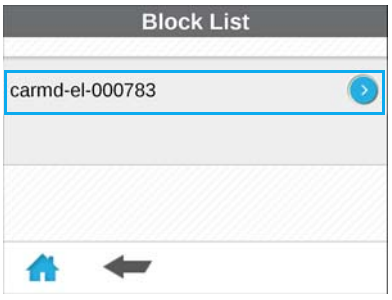
2. Tap **View blocked devices** to display the list.

To unblock a device, giving it access to your network:

1. From the home screen, tap **Wi-Fi > Block List**.

2. Tap **View Blocked Devices**. A list of blocked devices appears. (Note: The View Blocked Devices button appears and is active only if the block list is turned on.)

3. Tap the device you want to unblock.

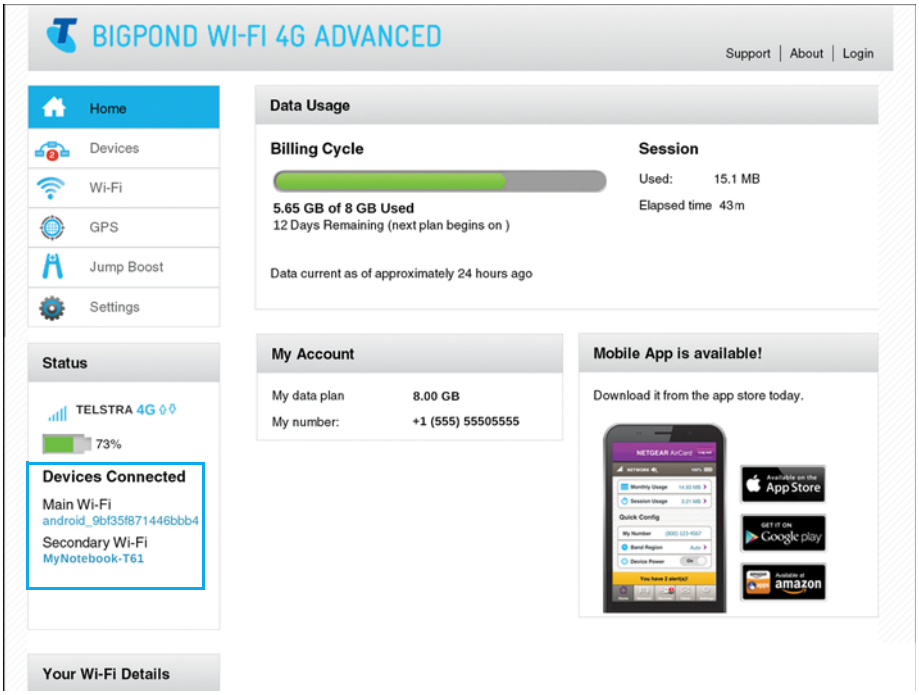


4. Tap **Unblock**.

On the Homepage:

To view connected devices:

1. Log in as Administrator.
   A list of Devices Connected to the Main Wi-Fi and Guest Wi-Fi networks appears in the left column of the screen.



If you notice a Wi-Fi device that you do not recognize, you can block that device from connecting to your Wi-Fi network.

To block a device:

1. Click the device name. The device details appear.
2. Click **Block Device**.
3. When prompted, click **Block Device** again.

To view a list of blocked devices:

1. From the Homepage, click **Wi-Fi > Mac Filter**. The Black List shows all blocked devices. (Note: The Black List appears and is active only if MAC Filter Mode is set to Black List.)

To unblock a device, giving it access to your network:

1. From the Homepage, click **Wi-Fi > Mac Filter**. The Black List shows all blocked devices. (Note: The Black List appears and is active only if MAC Filter Mode is set to Black List.)
2. Click x beside the device you want to unblock.

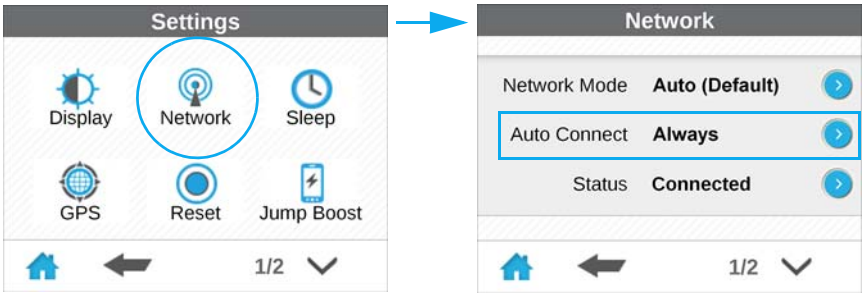
Configure mobile broadband

Set auto connect options

By default, the mobile hotspot automatically connects to your service provider's mobile broadband network. You can change this feature so the mobile hotspot automatically connects to another network when you are roaming, or to never auto connect.

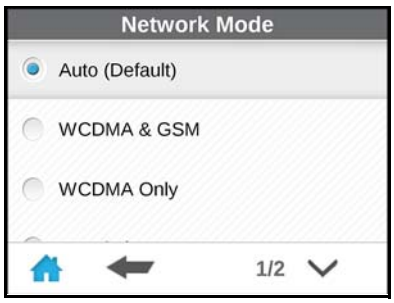
On the LCD touchscreen:

1. On the home screen, tap **Settings > Network**.



2. Tap **Auto Connect** and select the desired option:
   - Always except when roaming — The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.
   - Always — The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on. You may incur additional roaming charges if you are outside of your network provider's coverage area.
   - Never (connect manually each use) — The mobile hotspot will not attempt to automatically connect to the mobile broadband network when powered on. (To connect to the network manually, view the Mobile Broadband Disconnected alert and click **Connect**, or select **Network > Status** and click **Connect**.)

3. Tap **Network Mode** and select the type of mobile broadband network that the device can connect to (for example, Auto, WCDMA Only, LTE only, etc.)

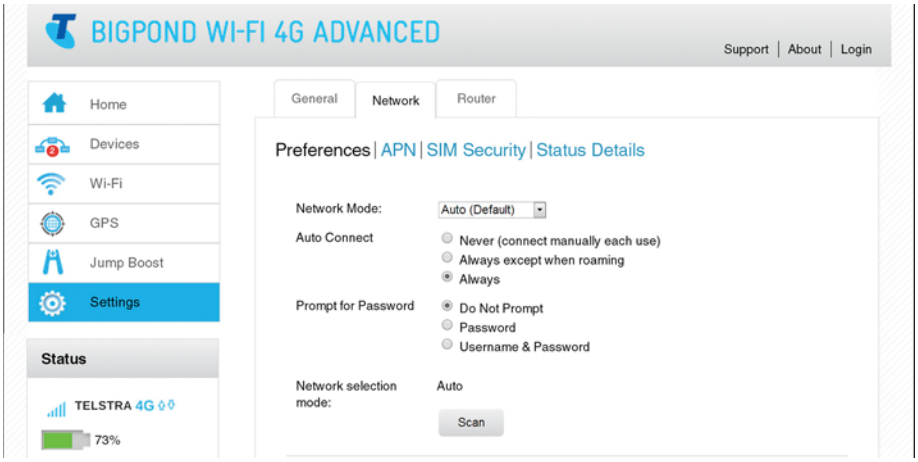


Note: For most users, it's best to leave the default setting (Auto). When this option is selected, your mobile hotspot connects to the fastest service available. If you change this setting, the mobile hotspot will not be able to connect if the option you choose is not available. For example, if you select LTE only and you are in an area where there is no LTE network available, the mobile hotspot will not be able to connect to a mobile broadband network until you change this setting.

Note: To connect to a specific network while roaming, use the Scan option from the Homepage (see step 5 below).

On the Homepage:

1. Log in as Administrator.
2. Select **Settings > Network > Preferences**.



3. Select the desired Auto Connect option:
   - Never (connect manually each use) — The mobile hotspot will not attempt to automatically connect to the mobile broadband network when powered on. To connect to the network manually, view the Mobile Broadband Disconnected alert and click **Connect**.
   - Always except when roaming — The mobile hotspot automatically attempts to connect only to your network provider's mobile broadband network when powered on.

- Always — The mobile hotspot automatically attempts to connect to the mobile broadband network when powered on. You may incur additional roaming charges if you are outside of your network provider's coverage area.

4. From the Network Mode drop-down menu, select the type of mobile broadband network that the device can connect to (for example, Auto, WCDMA only, LTE only, etc.)

Note: For most users, it's best to leave the default setting (Auto). When this option is selected, your mobile hotspot connects to the fastest service available. If you change this setting, the mobile hotspot will not be able to connect if the option you choose is not available. For example, if you select LTE only and you are in an area where there is no LTE network available, the mobile hotspot will not be able to connect to a mobile broadband network until you change this setting.

5. If you want to select a mobile network other than your network service provider's when roaming, click **Scan**, and then select the network from the list that appears.
6. Click **Submit**. (Submit button appears once you change any of the displayed preferences.)

Alerts

View alerts

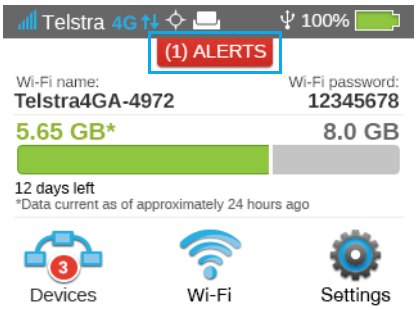
Your mobile hotspot displays alerts to advise you of changes in the device status.

On the LCD touchscreen:

On the home screen, the Alerts bar indicates that you have system alerts.

To view alerts:

1. On the home screen, tap the Alerts bar.



2. Read each alert that appears and follow any displayed instructions. (Tap the '>' to move to the next alert.)

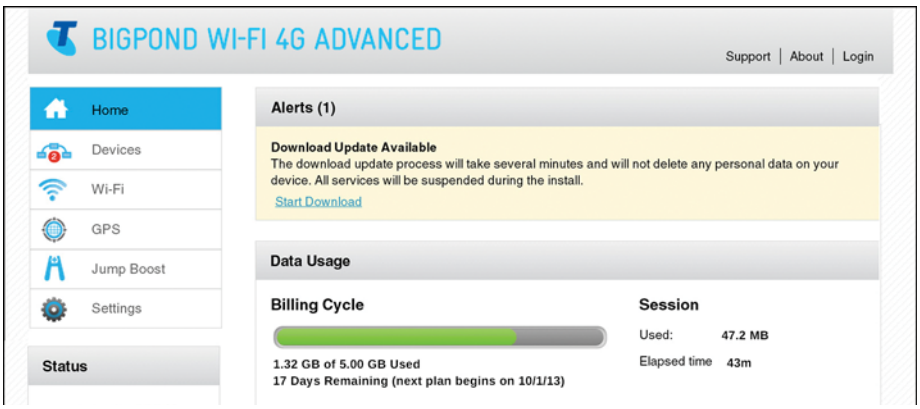
Note: Alerts remain as long as the issues that cause them are active. When the issues are dealt with, the alerts are removed automatically.

On the Homepage:

If you have logged in as Administrator, any active alerts will appear on the Homepage.

To view alerts:

1. Go to the homepage. Active alerts appear below the Sign In section.
   Note: Although you can read the alerts now, some alerts have actions that can only be taken if you are logged in.
2. Log in as Administrator. The Active alerts now appear at the top of the homepage.



3. Follow the instructions in each alert to address the conditions that caused them to appear.

Note: Alerts remain as long as the issues that cause them are active. When the issues are dealt with, the alerts are removed automatically.

Battery

Battery life

The mobile hotspot, by default, is configured to optimize battery life. Battery life is affected by:

- Standby time
- Data throughput
- Mobile Broadband signal strength (the better the signal, the longer the battery life)
- Wi-Fi range:
  - Standard — Longest battery life
  - Boost — Enables you to have connected Wi-Fi devices further from your mobile hotspot and still connect to your Wi-Fi network, but battery life is shorter
- Using Jump Boost to charge other devices
- GPS mode

There are several methods you can use to extend the battery life:

- Adjust Wi-Fi settings:
  - Shorten the Wi-Fi range — If the devices you are connecting to your Wi-Fi network are always close to the mobile hotspot device, shorten the Wi-Fi range.

- Set the standby timer to a shorter period — Reduce the amount of time to wait when no devices are connected to either Wi-Fi network before going into standby mode (Wi-Fi radio turns off).

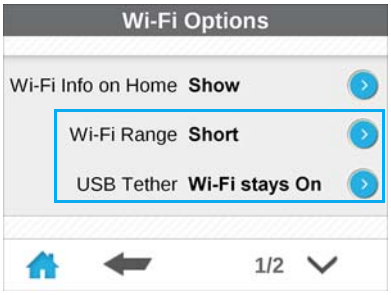
- Adjust display settings:
  - Dim the screen — Reduce the LCD's brightness level.
  - Set the screen timeout to a shorter period — Reduce the amount of time to wait without the LCD being touched before turning the screen blank.
- Adjust the GPS mode:
  - If GPS is enabled, set it to do one-time fixes, or disable it. See Set the GPS Mode on page 56.

Adjust Wi-Fi settings

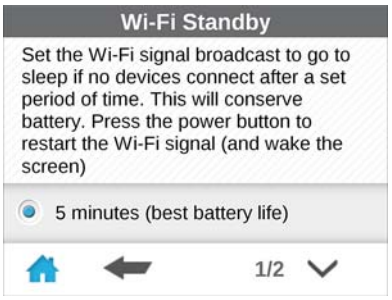
On the LCD touchscreen:

1. On the home screen, tap **Wi-Fi > Options**.

2. Adjust any of these settings:
   - Wi-Fi Range — Tap **Wi-Fi Range**, then select **Short** (best battery life).
   - USB Tether — If you are tethering your hotspot to your device and don't want to use Wi-Fi for other devices, tap **USB Tether**, then select **Wi-Fi stays Off**.

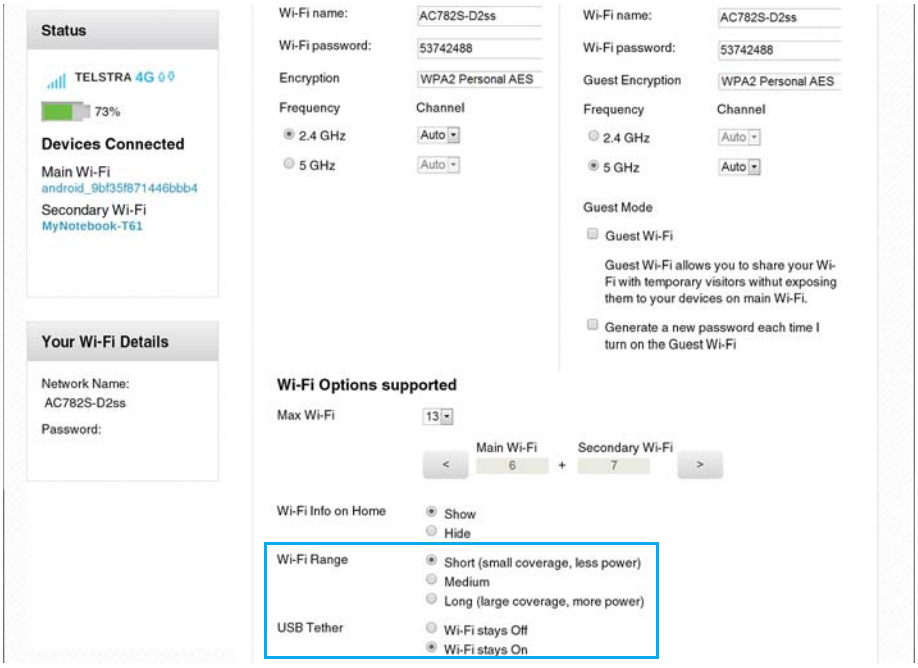


3. On the home screen, tap **Settings > Sleep**, then select a shorter time period. (The shorter the time, the longer the battery life.)



On the Homepage:

1. Log in as Administrator.
2. Click **Wi-Fi > Options**.



3. Adjust any of these settings in the Wi-Fi Options Supported section:
   - Wi-Fi Range — Select **Standard** (best battery life).
   - USB Tether — If you are tethering your hotspot to your device and don't want to use Wi-Fi for other devices, select **Wi-Fi stays Off**.
4. Click **Submit**. (Submit button appears once you make a selection.)
5. Click **Settings > General > Device**.
6. From the Wi-Fi Standby drop-down box, select a shorter time period. (The shorter the time, the longer the battery life.)
7. Click **Submit**. (Submit button appears once you make a selection.)

Adjust display settings

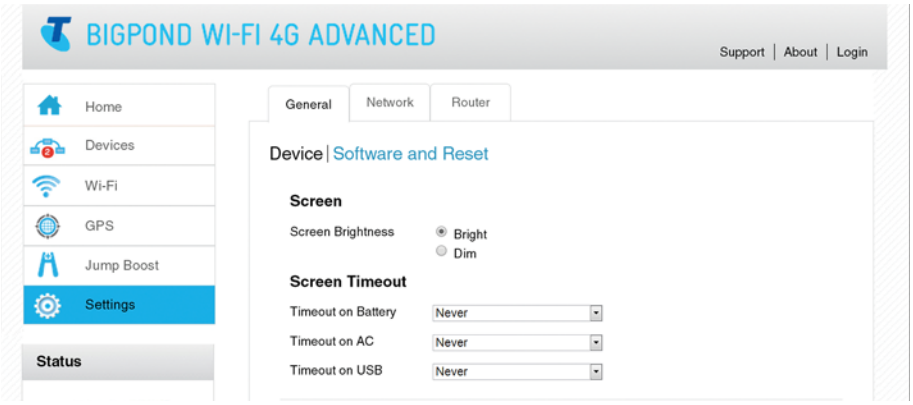
On the LCD screen:

1. On the home screen, tap **Settings > Display**.

2. Decrease the screen brightness — Tap **Screen Brightness**, then select **Dim**.
3. Turn off the status LED — Tap **LED**, then select **Off**. (The status LED will only light up when the device is downloading or installing a sofware update.)
4. Set the screen to timeout (turn off) more quickly — Tap **Screen Timeout**, then tap and set shorter time periods for:
   - **Timeout on Battery**
   - **Timeout on Charger**
   - **Timeout on USB**

On the Homepage:

1. Log in as Administrator.
2. Click **Settings > General > Device**.



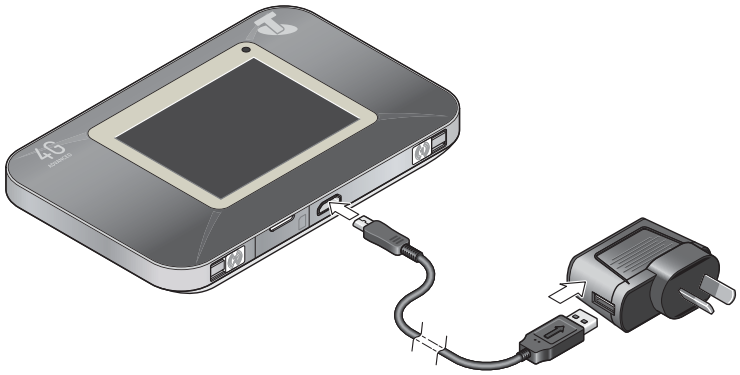
3. Adjust any of these settings in the Screen section:
   - Screen Brightness — Select **Dim**.
   - Timeout on Battery, Timeout on Charger, Timeout on USB — From the drop-down boxes, select shorter time periods.
4. Click **Submit**. (Submit button appears once you make a selection.)

Recharge the battery

The battery comes partially charged. You can recharge the battery from a wall socket or from the USB port on your computer.

To recharge the battery from a wall socket (Fastest option):

1. Attach one end of the micro USB cable to the mobile hotspot and attach the other end to the wall charger (included).



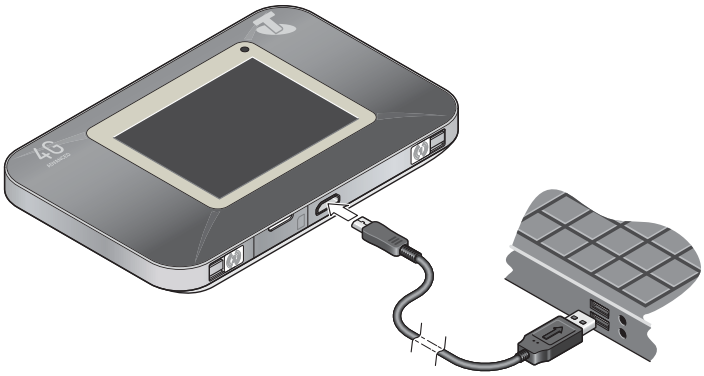
2. Plug the wall charger into a wall socket. The battery icon includes a lightning bolt to indicate that the battery is charging. ( )

   The battery icon on the LCD screen indicates when the battery is fully charged ( ) and an alert is displayed.

Note: The LCD goes into sleep mode after a set time to extend battery life. To wake up the LCD screen, press and quickly release the power button.

To recharge the battery from the USB port on your computer:

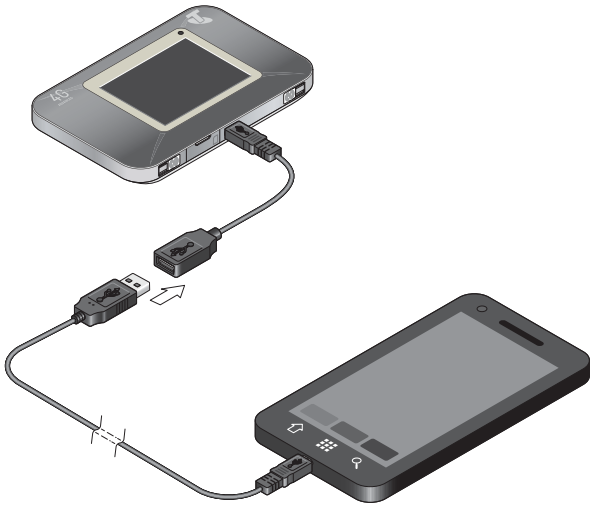
1. Attach one end of the micro USB cable to the mobile hotspot and plug the other end into the USB port on your computer. The battery icon includes a lightning bolt to indicate that the battery is charging. ( ).



   The battery icon on the LCD screen indicates when the battery is fully charged ( ) and an alert is displayed.

Jump Boost (Charge) another device

You can give a boost to your tablet or smartphone if it is low or out of battery power by connecting it to the hotspot's Jump Boost cable and starting boost from the LCD screen or the Homepage.



Note: You can't charge the hotspot while it is boosting another device.

On the LCD screen:

1. Plug the Jump Boost cable into your hotspot.
2. Plug the device you want to charge into the other end of the Jump Boost cable.
3. On the home screen, tap **Settings > Jump Boost**.
4. Tap one of the boosting options (30/60/90 minutes).

On the Homepage:

1. Plug the Jump Boost cable into your hotspot.
2. Plug the device you want to charge into the other end of the Jump Boost cable.
3. On the homepage, log in as Administrator.
4. Click **Jump Boost**.
5. Click one of the boosting options (30/60/90 minutes).

Security

Change Wi-Fi network names and passwords

The Main and Guest Wi-Fi network names identify your Wi-Fi networks and are visible to other Wi-Fi-enabled devices.

You can change these names and passwords on the LCD or the Homepage.

On the LCD screen:

1. On the home screen, tap **Wi-Fi**.
2. Tap **Main Wi-Fi** or, for Guest Wi-Fi, tap **Wi-Fi Profiles**.
   Note: If you are using a custom Wi-Fi profile, you can only update the Guest Wi-Fi details from the Homepage.
3. If you are changing the Guest Wi-Fi details, tap **Edit** beside the Guest Wi-Fi profile option.
4. Tap **Edit** beside the Name or Password that you want to change.
5. Tap **Continue**. The edit window appears.
6. Enter the new value. See Using the LCD Keyboard on page 38.

Note: If you saved your changes, all devices that were connected will have to reconnect with the new name and password.

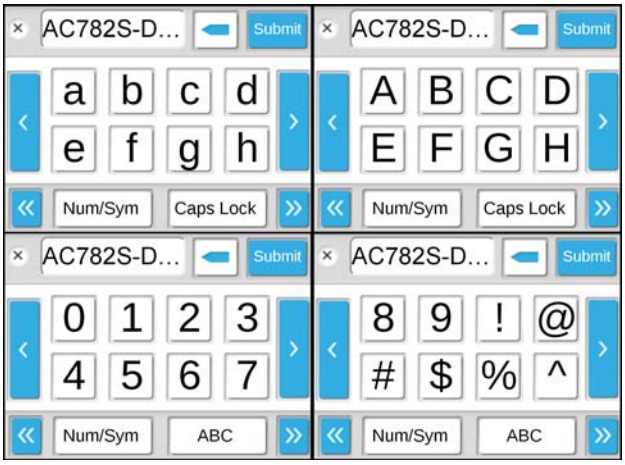
On the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **Wi-Fi > Options**.
3. In the Main Wi-Fi and Secondary Wi-Fi sections, change the **Wi-Fi Name** and Wi-Fi **Password** fields as desired.
4. If you want the Guest Wi-Fi password to change automatically, select **Generate a new password each time I turn on the Guest Wi-Fi**.
5. Click **Submit**.
6. When prompted, click **Submit** again.

Note: If you saved your changes, all devices that were connected will have to reconnect with the new name and password.

Using the LCD Keyboard

The hotspot uses a virtual keyboard for changing fields such as the Wi-Fi name and Wi-Fi password.

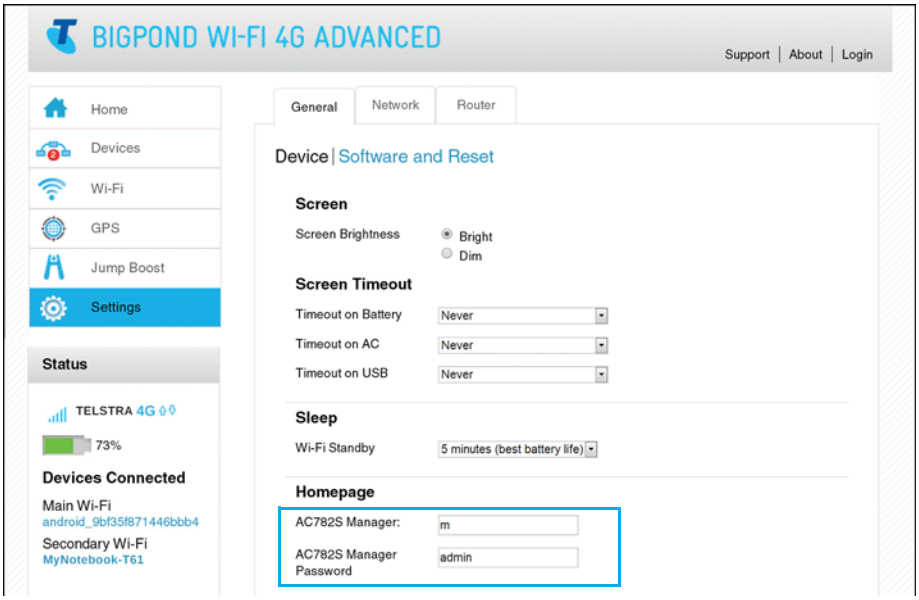


1. Use the editing buttons to change the current value (shown at the top of the LCD screen):
   - Characters (letters, numbers, symbols) — Enter the selected character.
   - Backspace — Erase the last character.
   - Num/Sym — Switch to the numbers and symbols character set.
   - ABC — Switch to the alphabet character set.
   - Caps Lock — Switch between upper and lower case letters.
   - Left arrow — Show the previous page of characters.
   - Right arrow — Show the next page of characters.
   - Double left arrow — Show the first page of the character set.
   - Double right arrow — Show the last page of the character set.
2. When you are finished, tap **Submit** to save your change, or tap to cancel it.

Change Homepage login settings

You can change the URL for the Homepage and the password to access it from the Homepage.

1. On the Homepage, log in as Administrator.
2. Click **Settings > General > Device**.

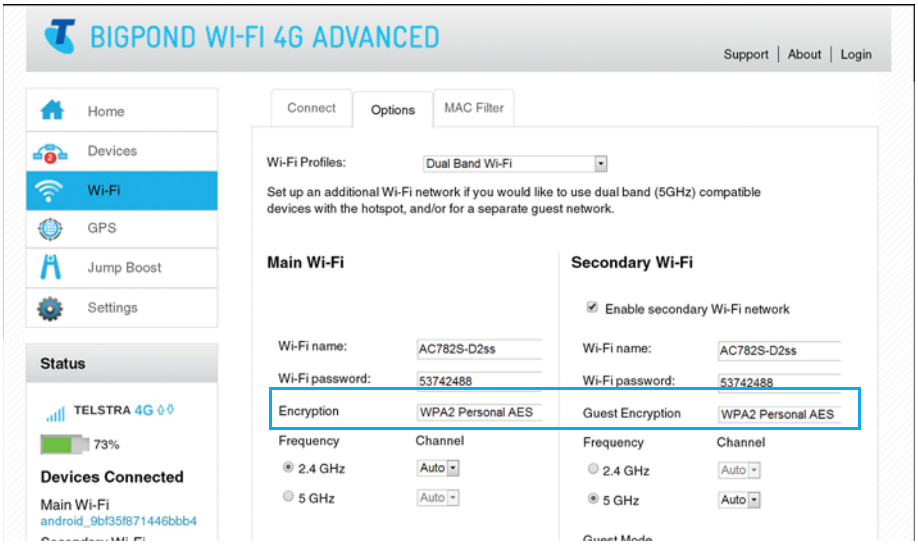


3. If desired, change the name used to access the homepage (maximum 31 characters) in the AC782S Manager field.
4. If desired, change the password used to log in as administrator (maximum 31 characters) in the AC782S Manager Password field.
5. Click **Submit**. (Submit button appears once you make a selection.)

Change device encryption security settings

You can change the type of security used for Main and Guest Wi-Fi from the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **Wi-Fi > Options**.



3. In the list beside Encryption (for Main Wi-Fi) or Guest Encryption (for Guest Wi-Fi), select the desired security option.

   The available Wi-Fi encryption options include:

   - WPA2 Personal/AES — Strong security supported by newer Wi-Fi devices (default)
   - WPA/WPA2 Personal — Strong security supported by most Wi-Fi devices (Use this if you want to connect Wi-Fi devices that do not support WPA2 Personal AES.)
   - None — **Not recommended.** Anyone can access your Wi-Fi network without a password and you are responsible for charges incurred.

   It is recommended that you use WPA2 Personal AES whenever possible.
4. Click **Submit**. (Submit button appears once you make a selection.)
5. Reconnect your Wi-Fi devices, if necessary, using the new Wi-Fi credentials. See Connect to the Internet on page 15.

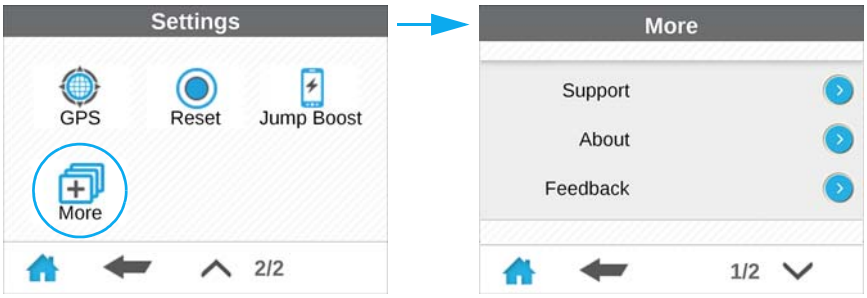
Note: The length of the Wi-Fi Password depends on the Wi-Fi encryption selected.

View details about your mobile hotspot

To view details about your device such as the model number, software version, IMEI, etc.:

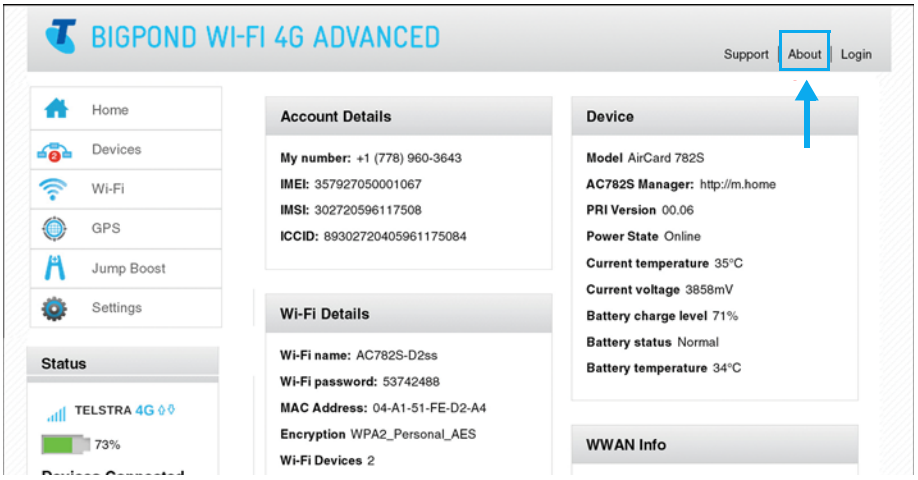
On the LCD touchscreen:

1. From the home screen, click **Settings > More > About**.



On the Homepage:

1. Log in as Administrator.
2. Click **About**.



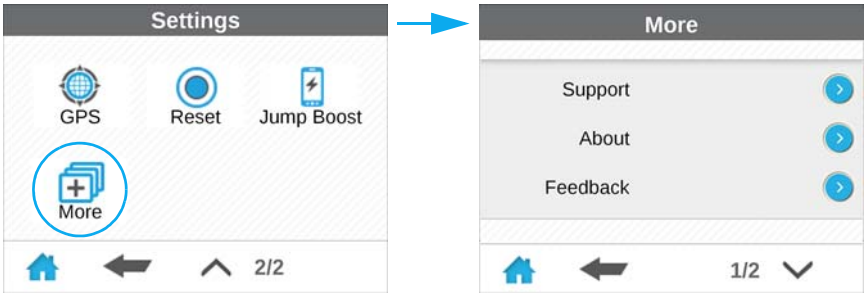
Update mobile hotspot software and firmware

The hotspot checks automatically for new software or firmware updates once per week. If an update becomes available, the hotspot displays an alert. Open the alert and tap or click **Install now** to install the update. Your device reboots automatically to use the new software.

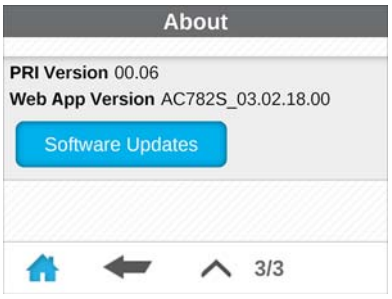
You can also check for updates manually without receiving an alert.

On the LCD touchscreen:

1. From the home screen, tap **Settings > More > About**.



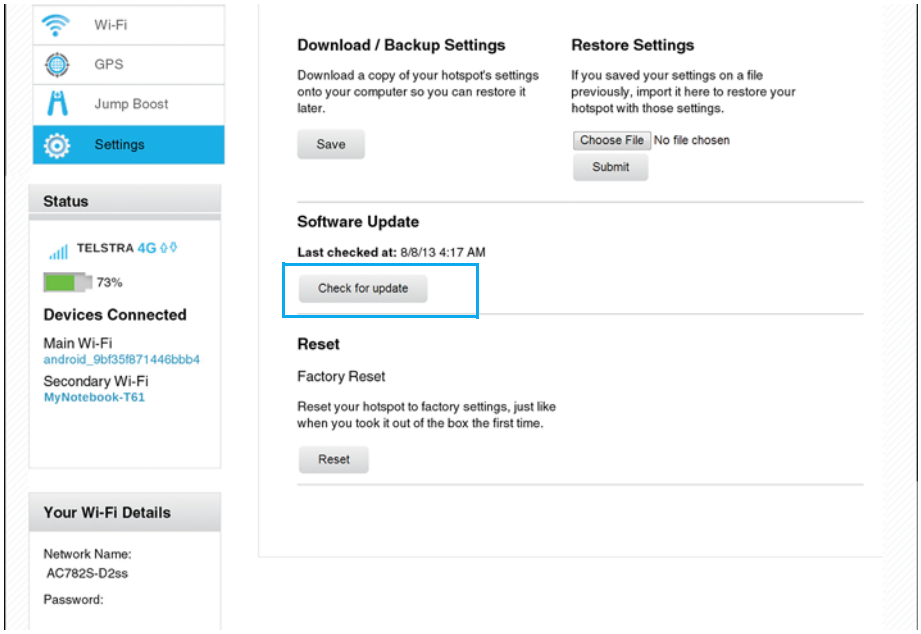
2. Go to the last page and tap **Software Updates**.



3. If the **Check for updates now** button is shown, tap it to check if a new update is available.
4. If an update is available, tap **Start Download**.
5. When the update has been downloaded, tap **Update now** to install it.

On the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **Settings > General > Software and Reset**.

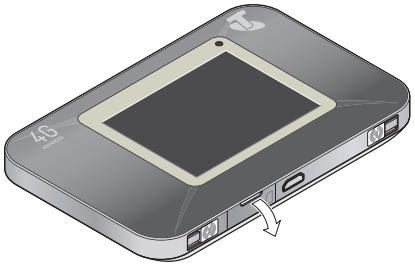


3. If the **Check for updates now** button is shown, click it to check if a new update is available.
4. If an update is available, click **Start Download**.
5. When the update has been downloaded, click **Update now** to install it.

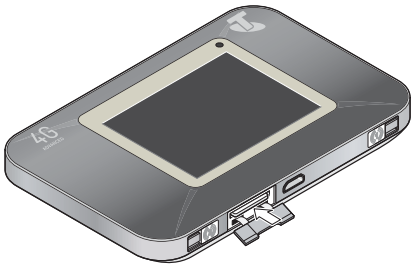
Replace the SIM card

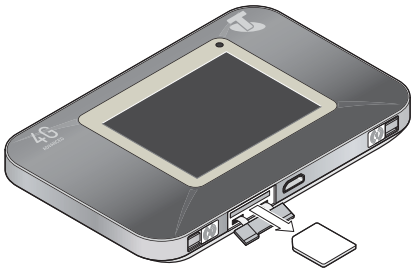
If you need to replace the SIM card:

1. Open the SIM card cover.

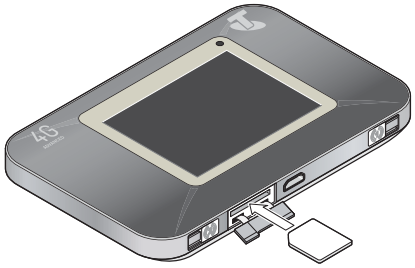


2. Remove the existing SIM card (if present) — push the SIM card in to unlock it, then pull it out of the slot.





3. Insert the new SIM card — push the SIM fully into the slot.



4. Close the SIM card cover.

3: Advanced Settings

This chapter provides information on how to change advanced settings. The advanced settings enable you to configure various aspects of the device such as Wi-Fi settings, WAN settings, router settings, etc.

Hotspot software

Download (backup) and restore settings

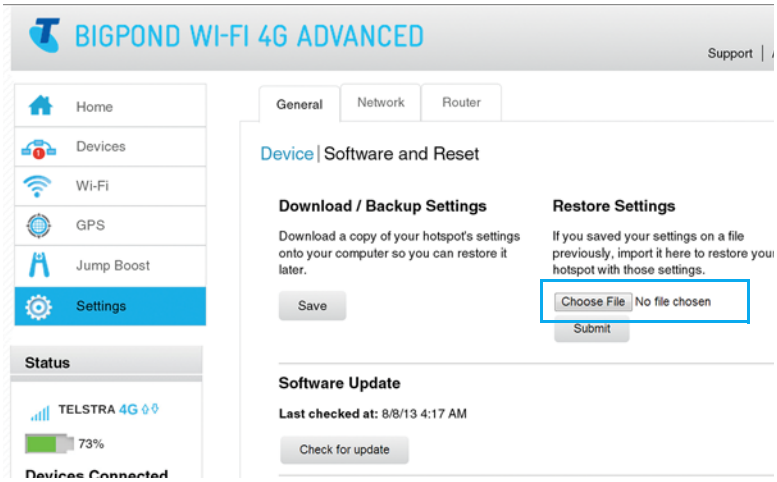
The mobile hotspot allows you to download (backup) and restore your hotspot (router) settings. This is useful if you have more than one device and you want the same settings on both, or to save your settings before doing a factory reset or changing the settings.

To download (backup) hotspot settings:

1. On the Homepage, log in as Administrator.
2. Click **Settings > General > Software and Reset**.
3. In the Download/Backup Settings section, click **Save**. By default, the file (export.cfg) is saved to your Downloads folder.

To restore hotspot settings:

1. On the Homepage, log in as Administrator.
2. Click **Settings > General > Software and Reset**.
3. In the Restore Settings section, click **Choose File**.



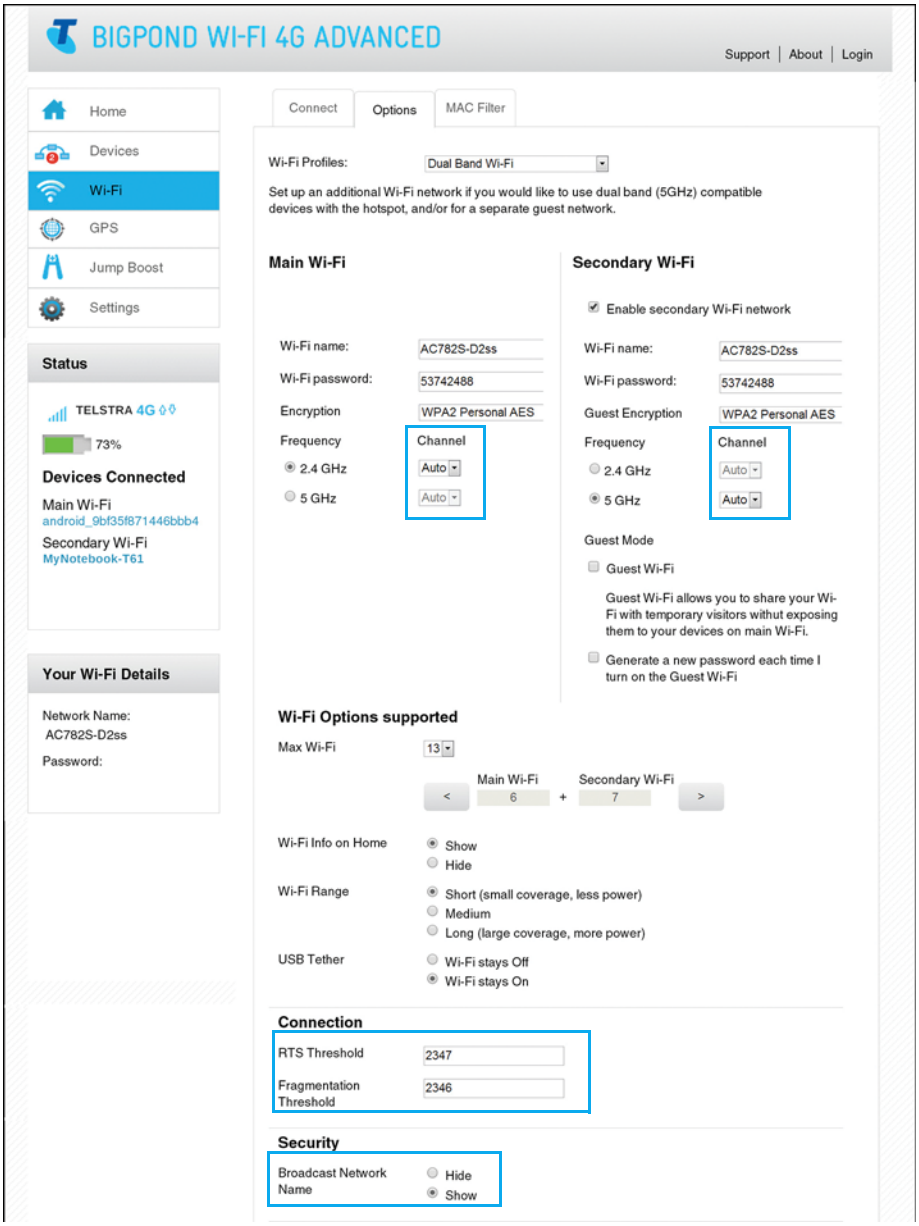
4. Navigate to the file store. (By default, hotspot setting files are saved to your Downloads folder.)
5. Click **Open** to restore your hotspot with the imported file settings.

Manage Wi-Fi

Set Wi-Fi network options

To set the Wi-Fi network options:

1. On the Unite Manager homepage, log in as Administrator.
2. Click **Wi-Fi > Options**.



3. Select the desired options:
   - Channel (Main Wi-Fi and Secondary Wi-Fi) — The Wi-Fi channel being used. The recommended value is Auto, which chooses the channel that will provide the least interference.

- RTS Threshold — The smallest packet size (in bytes) used by the Request to Send/Clear to Send handshaking protocol. The recommended value is 2347. If you are experiencing inconsistent data flow, you can make minor changes to this value to try to alleviate the problem.
- Fragmentation Threshold — The largest allowable size (in bytes) for a packet. If the packet is larger than this, it is sent in multiple packets, which can affect network performance. It is recommended to keep this value as large as possible (up to 2346).
- Broadcast Network Name — If you select **Show**, your Wi-Fi network name (SSID) will be broadcast to everyone nearby. (Select **Hide** if you do not want it broadcast.)

4. Click **Submit**. (Submit button appears once you make a selection.)

Set MAC filter mode

MAC (Media Access Control) filtering enables you to block unauthorized Wi-Fi devices from accessing your Wi-Fi network (Block list on page 47), or permit only authorized Wi-Fi devices to access the network (Allow list on page 48), based on each device's MAC address.

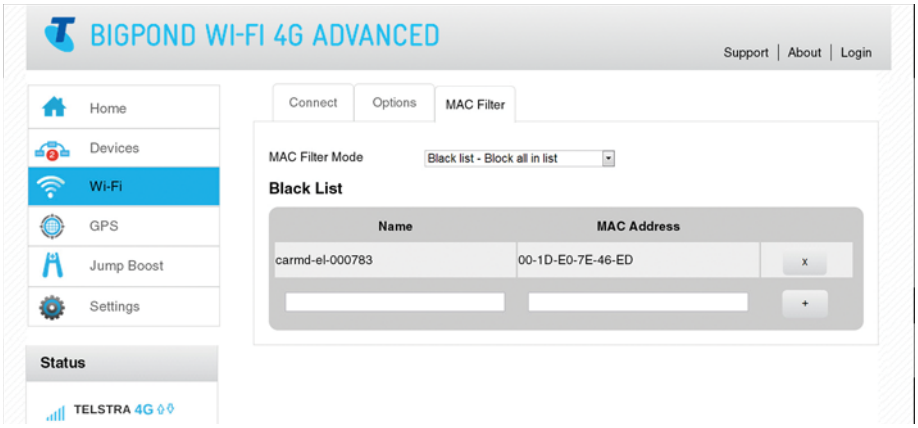
Note: Only one list can be active at any time — either the block (black) list or the allow (white) list.

Note: The MAC filtering black list is also referred to as the block list. See View / block connected users on page 25 for another method of blocking connected devices.

Block list

To block devices from connecting to your Main or Guest Wi-Fi networks (black list):

1. On the Homepage, log in as Administrator.
2. Click **Wi-Fi > Mac Filter**.



3. From the MAC Filter Mode drop-down menu, select **Black list**.

4. Either:
   - Enter the MAC Address of the device and click , or
   - If the device is currently connected, click the device in the Devices Connected listing (on the left-side panel) and then click **Block**.
5. Click **Submit**. (Submit button appears once you make a selection.)

To unblock a device so it can connect to your Wi-Fi network:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Mac Filter**.
3. Click beside the device.

Allow list

To create a list of devices that are allowed to connect to your Wi-Fi network (white list):

1. On the Homepage, log in as Administrator.
2. Click **Settings > Wi-Fi > Mac Filter**.
3. From the MAC Filter Mode drop-down menu, select **White list**.
4. Click beside the device.
5. Click **Submit**. (Submit button appears once you make a selection.)

Security

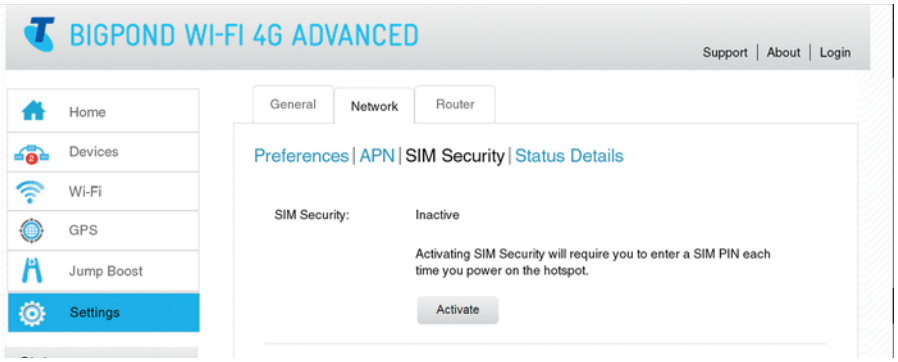
Enable SIM security

If desired, you can create another level of security by setting up a PIN number that must be entered before you can view the information available to an Administrator or change the mobile hotspot settings on the Homepage.

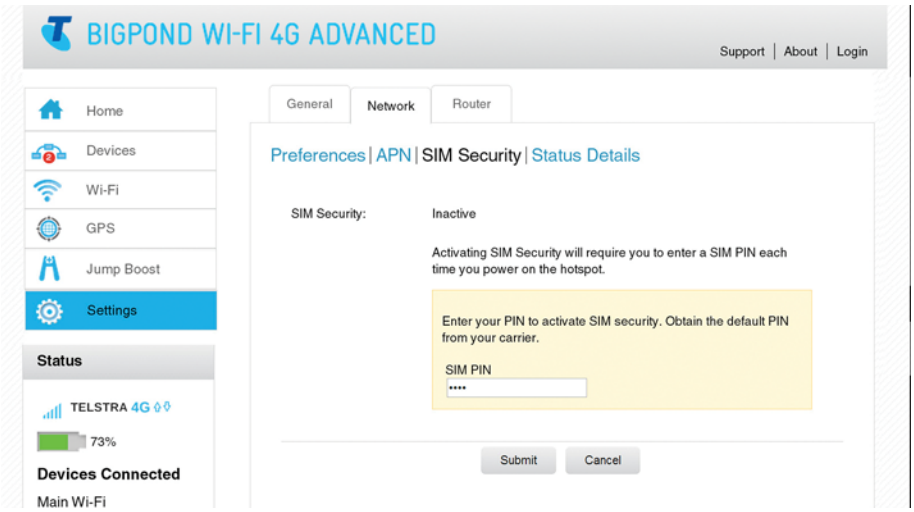
If you set up a PIN number, when you go to the Homepage and log in, you will be asked to enter the PIN number before you can access the homepage as an Administrator.

To enable SIM security:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Network > SIM Security**.



3. Click **Activate**.



4. Enter your PIN and click **Submit**.

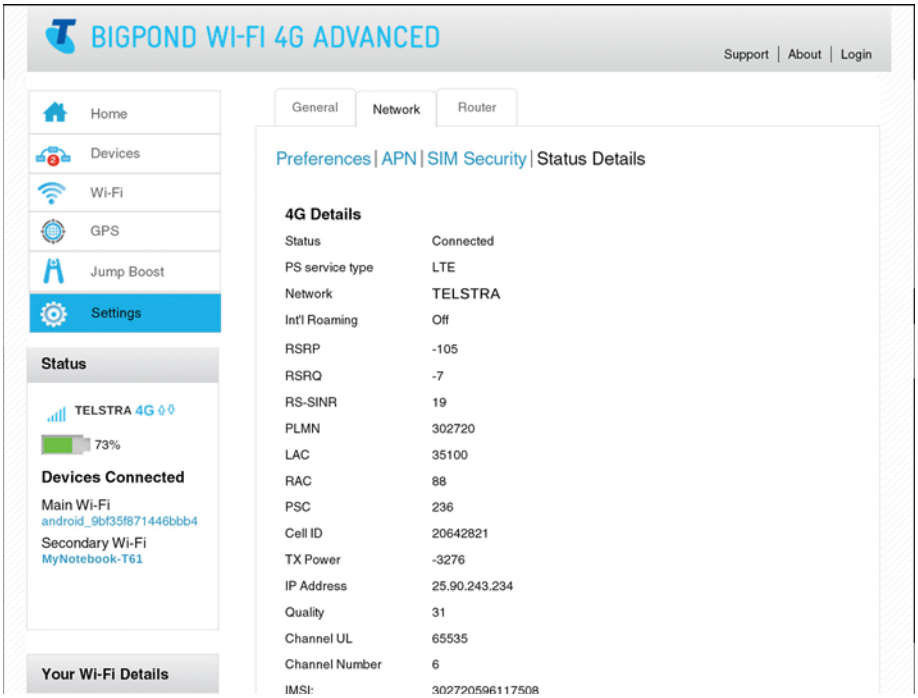
   You are allowed 5 attempts to enter the correct PIN. If you run out of available attempts the PIN will be locked. If this happens, contact your network provider to receive a PUK number to unlock the PIN.

Configure mobile broadband

View WAN information

To view network information, such as the active network, connection status, signal strength, etc.:

1. On the Homepage, click **Settings > Network > Status Details**.

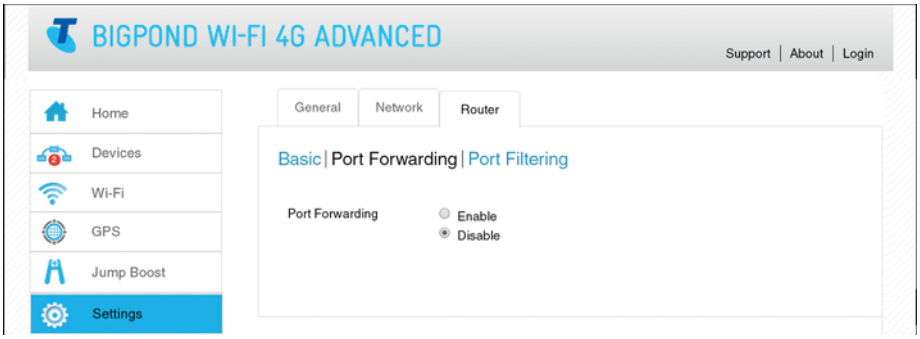


Enable port forwarding

If your computer is hosting a server, you can enable port forwarding so that other users can access the server.

To enable port forwarding:

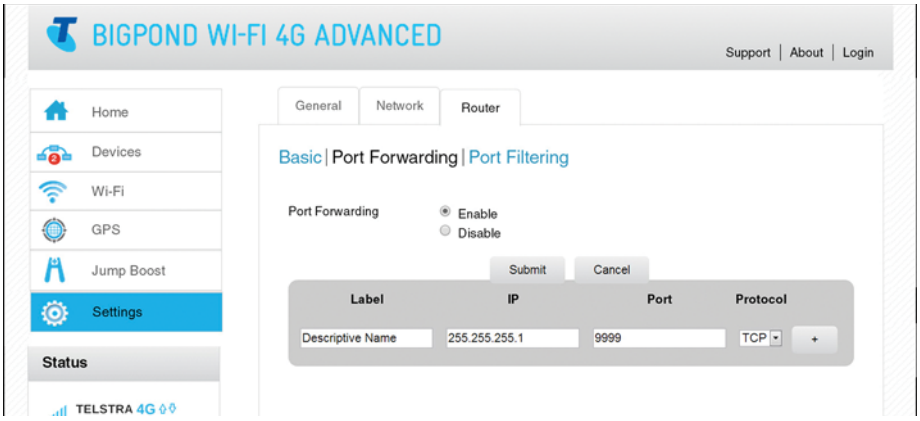
1. On the Homepage, log in as Administrator.
2. Click **Settings > Router > Port Forwarding**.



3. Select **Enable** beside Port Forwarding. The Port Forwarding list will appear.

   Incoming traffic is forwarded to specific ports and devices on your network (using their local IP addresses).

   Note: Port forwarding creates a security risk. When not required, port forwarding should be disabled.



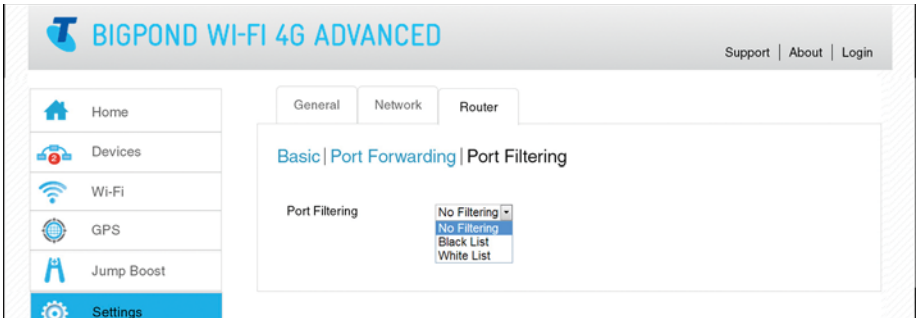
4. Enter the port forwarding information and click **Submit**. (Submit button appears once you make a selection.)

Enable port filtering

Port filtering enables you to select which applications (for example, http, ftp, email servers) can access the Internet. Used in conjunction with other security measures such as firewall, port filtering can enhance network security.

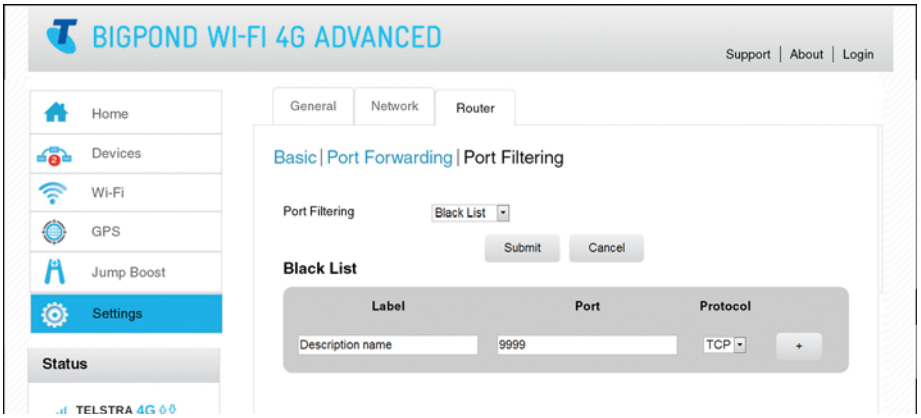
To enable port filtering:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Router > Port Filtering**.



3. Select the Port Filtering Mode:
   - Black List (Block list) — Specific applications not allowed to access the Internet
   - White List (Allow list) — Specific applications allowed to access the Internet

Note: Only one list at a time can be active, either a Black List or a White List.



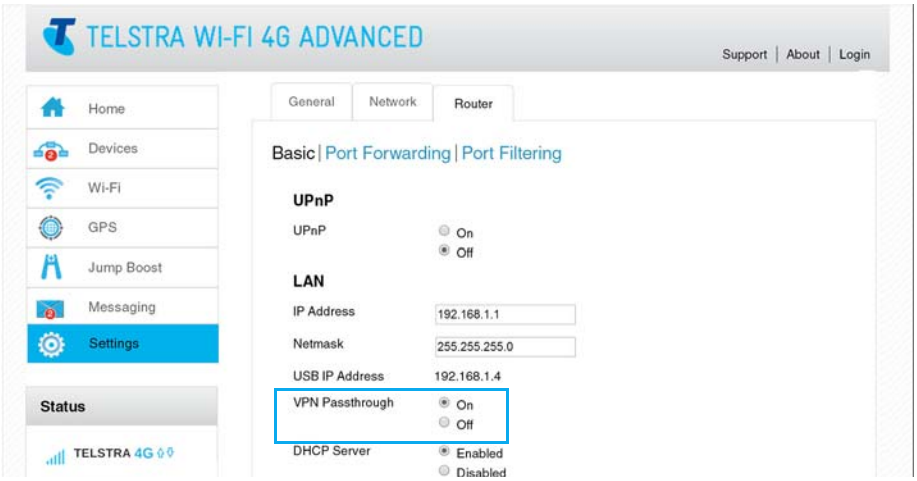
4. Identify the ports to filter — enter a meaningful label that describes the service, and the port and communication protocol being used.
5. Once you have identified the desired applications, click **Submit**. (Submit button appears once you make a selection.)

Enable VPN passthrough

If you want to connect to a corporate network using VPN, you first need to enable VPN connections (passthrough).

To enable VPN passthrough:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Router > Basic**.



3. In the LAN section, select **On** beside VPN Passthrough, and click **Submit**. (Submit button appears once you make a selection.)

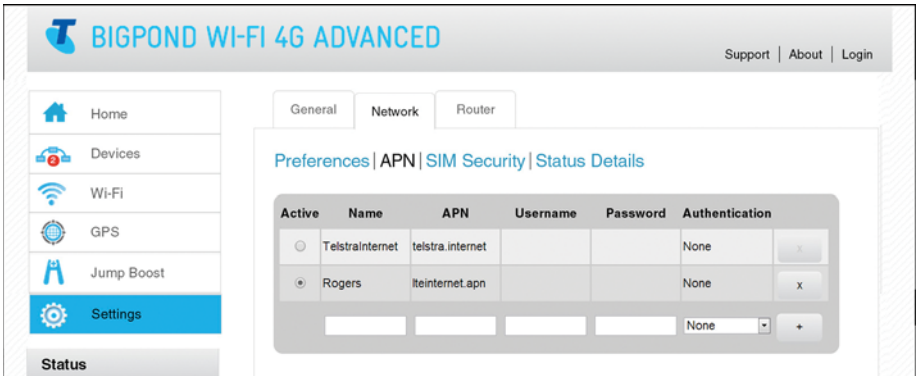
Configure APN details

Your mobile hotspot comes preconfigured with the APN (Access Point Name) for your network service provider.

The APN is checked to determine the type of network connection to establish.

To add an APN for another network:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Network > APN**.



3. In the blank line, enter the Name of the network service provider and the APN you obtained from them.
4. Enter the Username and Password, if these are required for the wireless network.
5. Select the network Authentication mode. The options are:
   - None (default)
   - PAP
   - CHAP
   - PAP or CHAP
6. Click + beside the new APN entry.

To select the APN to use:

1. Select **Active** beside the APN entry to be used.

To remove an APN entry:

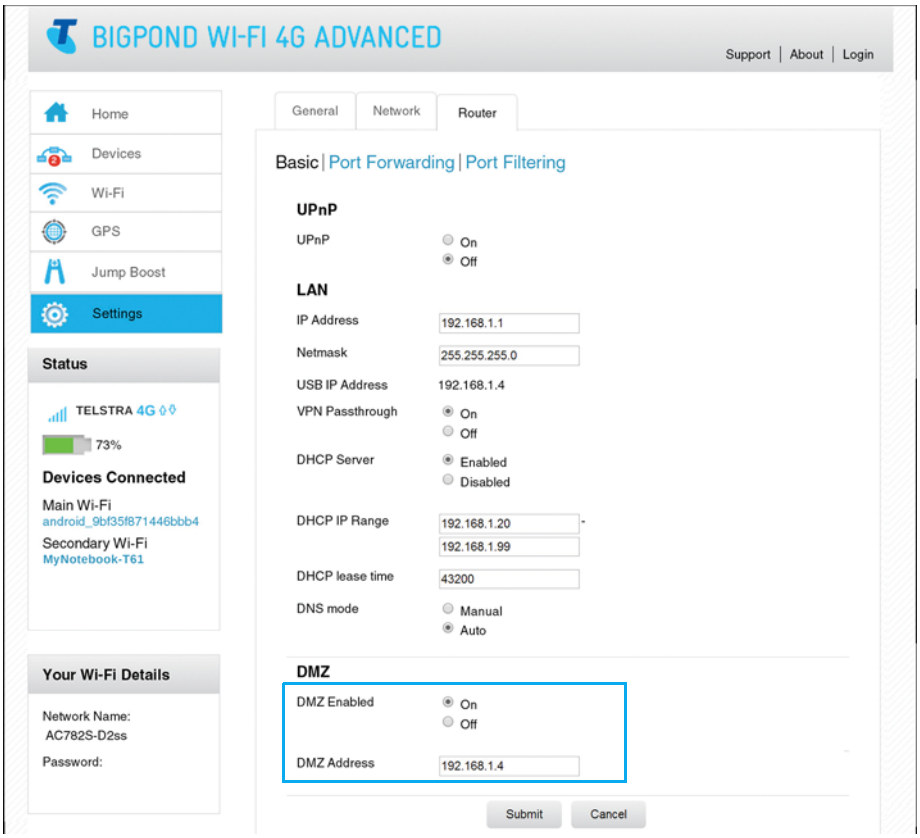
1. Click x beside the APN entry.

Enable DMZ

In a DMZ (demilitarized zone) network configuration, a computer runs outside the firewall in the DMZ. This computer intercepts incoming Internet traffic, providing an extra layer of protection for the rest of the network.

To enable DMZ and designate a computer to screen incoming traffic:

1. On the Homepage, log in as Administrator.
2. Click **Settings > Router > Basic**.
3. Select **On** beside DMZ Enabled.



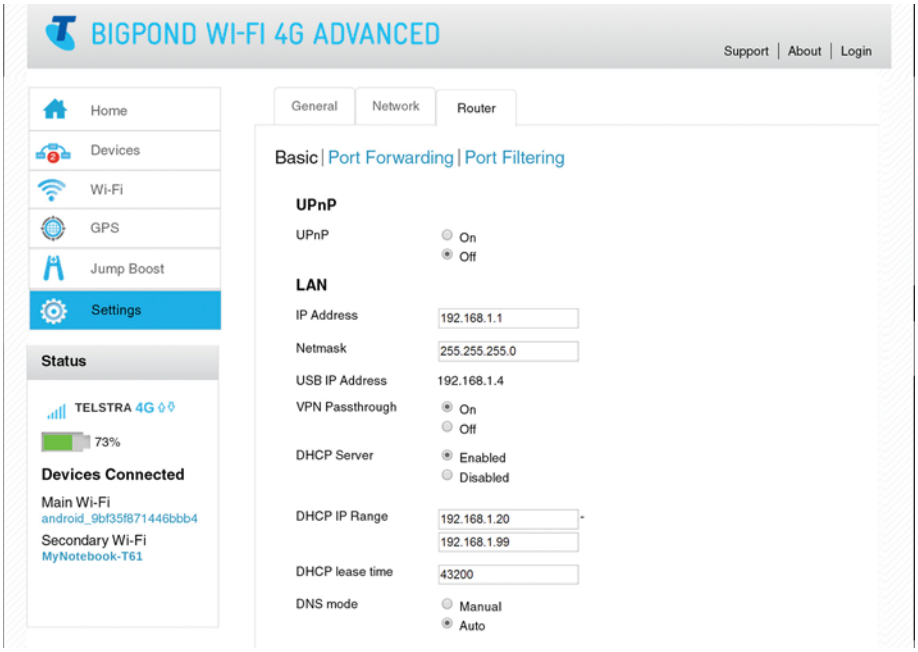
4. In the DMZ Address field, enter the IP address of the computer you want to have in the DMZ.
5. Click **Submit**. (Submit button appears once you make a selection.)

Set LAN options

To set the hotspot's LAN options:

1. On the Homepage, log in as Administrator.

2. Click **Settings > Router > Basic**.



3. Enter the desired information in the LAN section.

   If the DHCP Server is enabled, it automatically assigns an IP address to each device on the network and manages their configuration information.

   The DNS mode setting specifies how the DNS servers are obtained. If you select Auto, the servers use the DNS relay specified by the Internet provider.

4. Click **Submit**. (Submit button appears once you make a selection.)

GPS

Your Hotspot provides GPS functionality.

Enable / disable GPS

Before you can use the GPS feature, you must enable GPS from the LCD screen or from the Homepage.

On the LCD screen:

1. From the home screen, tap **Settings > GPS**.
2. Tap **On** (or **Off** to disable GPS).

On the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **GPS**.
3. In the GPS Settings section, select **Yes** next to "Enable GPS" (or select **No** to disable GPS).

Set the GPS Mode

The GPS mode indicates how frequently location fixes are done:

- Once (“One-time”, which can prolong the battery life), or
- Periodically (“Continuous”)

You can set the GPS mode from the LCD screen or from the Homepage.

Note: The GPS service must be enabled before you can set the GPS mode.

On the LCD screen:

1. From the home screen, tap **Settings > GPS**.
2. On the second page, tap **GPS Mode**.
3. Select the desired mode (**One-time** or **Continuous**).

On the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **GPS**.
3. In the GPS Settings section beside GPS Mode, select the desired mode (**One-time** or **Continuous**).

Set the GPS measurement unit type

From the Hotstpot, you can choose whether to show GPS information using Metric or standard units.

Note: The GPS service must be enabled before you can choose the units type.

1. On the Homepage, log in as Administrator.
2. Click **GPS**.
3. In the GPS Settings section beside Use Metric units, select **Yes** (or select **No** to use standard units).

Use GPS to track your location

After enabling GPS, you can use the GPS feature to get your current location coordinates (latitude, longitude, altitude, etc.) on demand (one-time) or continuously.

On the LCD screen:

1. From the home screen, tap **Settings > GPS**.
2. Tap **Get GPS fix**.

On the Homepage:

1. On the Homepage, log in as Administrator.
2. Click **GPS**.
3. Click **Update Location**.

4: Frequently Asked Questions

This chapter provides answers to questions you may have about your Hotspot. (Also see Troubleshooting on page 63.)

Why can't I connect a device to the Hotspot?

If you are having an issue connecting to the Hotspot, try the following suggestions:

- Turn off your device and take the battery out, wait 10 seconds, put the battery back in and turn your device on.
- Restart your computer.
- Turn off or temporarily disable any security programs or firewalls.
- If possible, try using another computer or Wi-Fi device to connect to your Hotspot. (If you can, then the problem is with the device that cannot connect, not the Hotspot.)

Why can't I access the Internet?

If you are connected to the Hotspot but cannot connect to the Internet, try the following suggestions:

- Check the display status on the LCD.
- Make sure you have network coverage in your area.
- Check your SIM card is active and enabled with data services.
- Please wait 1–2 minutes for the hotspot to initialize.
- Confirm that your account is activated and that no other Internet connections are active.
- Try switching your Hotspot off and on, and restarting your computer or Wi-Fi device.

My battery has not charged while in use and connected to the charger

If you are in a low-coverage area, have been transferring a lot of data, or left the hotspot in a hot location, the internal temperature of the Hotspot can rise above 45 °C. In these conditions, the battery cannot be charged due to safety limits with Li-ion battery technology.

Note: The Hotspot will not charge while it is boosting another device.

The signal indicator is always low

Your Hotspot has poor reception. Try moving it to a location with a clear view of the sky (for example, near a window).

The download or upload speeds are very slow

The speed depends on signal strength. Check your signal strength and network type.

How do I go back to the Homepage (web interface)?

Open your browser and type in the homepage URL (or http://10.0.0.138), then log in using the admin login.

If you have changed the URL, you can find it in the LCD's About screen (**Settings > More > About**).

What do I do if I forget my Main or Guest Wi-Fi Password

The Wi-Fi Password appears:

- On the LCD's:
  - Homescreen, unless you have configured it not to show
  - Main Wi-Fi screen — **Wi-Fi > Main Wi-Fi**
  - Guest Wi-Fi screen — **Wi-Fi > Wi-Fi Profiles > Edit** (beside Enable Guest Wi-Fi option).
    If you are using a custom profile, this option is not available.
- On the Homepage (**Wi-Fi > Connect**)

What do I do if I forget my Admin Login or the Homepage URL?

The default Admin Login is **admin**, and the Homepage URL is displayed in the LCD's About screen (**Settings > More > About**).

If you changed the Admin Login and have forgotten it, you must set the Hotspot back to factory defaults. On the LCD homescreen, tap **Settings > Reset**.

How do I disconnect from the mobile broadband network?

On the Homepage, click **Disconnect** (in the Connection Details section).

The Connect / Disconnect button on the Homepage doesn't work.

The Connect / Disconnect button can be used only when you are logged in as Administrator.

To log in as Administrator:

1. Place your cursor in the **Sign In field** on the Homepage and type the Admin Login (default **admin**).
2. Click **Sign In**.

How can I extend the life of the battery?

For information on extending the life of the battery, see Battery life on page 32.

How do I turn the Hotspot off?

Press and hold the power button for a few seconds.

How do I find out how many users are connected to my Hotspot's Wi-Fi networks?

The number on the Wi-Fi icon on the Hotspot's LCD is the number of users (or devices) connected to your Wi-Fi networks, and a list of connected devices is shown in the Homepage's Devices Connected section. For more details about the devices or users connected to your network, see View / block connected users on page 25.

Note: You can also use the options on the Homepage to block particular users from connecting to your network. See View / block connected users on page 25.

The LCD screen is not lit. How do I know if the Hotspot is still powered on?

The LCD screen dims to save energy. The LED continues to flash slowly to indicate that the mobile hotspot is still powered on. To wake up the LCD, press and quickly release the power button.

How do I find my computer's IP address?

The steps for finding your computer's IP address depend on the operating system.

Windows 7 / Vista / XP

1. Open the command prompt window.
   a. Click **Start > Run**.
   b. Type **cmd** or **command** and click **OK**.
2. At the command prompt, type **ipconfig** and press **Enter**.
3. Write down the IP address for the entry that relates to the wireless network connection. (The IP address may be listed under "IPv4 Address" or something similar.)

Windows 8

1. In the Charms bar, click the Search icon.
2. Select **Command Prompt**.
3. At the command prompt, type **ipconfig** and press **Enter**.
4. Write down the IP address for the entry that relates to the wireless network connection. (The IP address may be listed under "IPv4 Address" or something similar.)

Mac OS X

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter. The IP address is displayed in the right pane.

Other operating systems

Refer to the user documentation for your operating system or computer.

How do I find a device's MAC address?

You'll need to know the MAC address for a device when:

- Assigning an IP address based on a MAC address (when using DHCP)
- Allowing or denying devices access to your Wi-Fi network (MAC filtering)

Tip: To display a list of connected devices, including the MAC address of each device, go to the Homepage and log in as Administrator. The connected device list appears on the left side of the homepage. (Click the device links to see their IP and MAC addresses.)

The steps for finding a device's MAC address depend on the operating system.

Windows 7 / Vista / XP

1. Open the command prompt window.
   a. Click **Start > Run**.
   b. Type **cmd** or **command** and click **OK**.
2. At the command prompt, type **ipconfig /all** and press **Enter**.
3. Write down the Physical address for the entry that relates to the wireless network connection. (It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.)

Windows 8

1. In the Charms bar, click the Search icon.
2. Select **Command Prompt**.
3. At the command prompt, type **ipconfig /all** and press **Enter**.
4. Write down the Physical address for the entry that relates to the wireless network connection. (It appears as a series of numbers and letters. This is the MAC address of your wireless adapter.)

Mac OS X

1. From the Apple menu, select **System Preferences > Network**.
2. Select the wireless adapter that is connecting to the routing hardware.
3. Select **Advanced**.
4. Select **Ethernet**. The Ethernet ID is displayed. This is the same as the MAC address.

Other operating systems

Refer to the user documentation for your operating system or computer.

Where can I find more information?

- Refer to the Quick Start that came with your mobile hotspot.
- Visit support.netgear.com, click **Support for Home Products**, search for your network service provider, and select your Hotspot from the list of products to:
  - Update the firmware on your device (if an update is available)
  - View the user Guide
  - View a tutorial
- Learn tips and tricks at www.netgear.com/learningcenter/mobile to get the most from your Hotspot.
- Information on accessories is available at http://www.netgear.com/telstraaccessories.

5: Troubleshooting

This chapter provides suggestions for troubleshooting problems that may arise when using your mobile hotspot.

The Wi-Fi network name does not appear in the list of networks.

If you don't see the Hotspot's Wi-Fi network(s) from your Wi-Fi enabled device, try these suggestions:

- Refresh the list of networks.
- If the LCD is dark, the Wi-Fi radio may have gone to sleep. Press the power key to wake the hotspot.
- If the Hotspot is tethered to your computer, make sure that Wi-Fi is set to stay on when tethered. See Unable to connect to the Internet when tethered to a Windows XP system on page 64.

The No Signal icon appears on the LCD screen / Homepage.

If the No Signal icon (⊘) appears on the LCD screen/Homepage, make sure you are in your network provider's coverage area.

Unable to access the Homepage when connected to a VPN.

If you are using your Hotspot while connected to a VPN, you may not be able to access the Homepage using http://m.home.

To directly access the homepage hosted on the device, enter the address http://10.0.0.138 in your browser.

Unable to connect a computer running Windows® Vista® to the Hotspot.

Microsoft has a known issue whereby computers running Windows Vista cannot obtain an IP address from certain routers. More information and a fix are available at http://support.microsoft.com/kb/928233 or go to the Microsoft support web site and search for knowledge base article 928233.

Unable to connect hotspot to your service provider's mobile broadband network

If your Hotspot will not connect to you service provider's network:

- Make sure your SIM account is active.
- If you use a pre-paid or pay-as-you-go SIM, make sure the account has a positive balance.
- If your mobile hotspot still will not connect, you may need to create or update an account profile. (Your service provider may not be in the list of pre-configured account profiles included with the hotspot, or the service provider may have changed some details.) Get your account profile details from your service provider, and then see Configure APN details on page 52for instructions.

Unable to connect to the Internet when tethered to a Windows XP system

If you are unable to connect to the Internet when the mobile hotspot is connected via a USB cable to a computer running Windows XP, it may be because the device driver is not installed.

1. Disconnect (untether) the Hotspot from the computer.
2. On the LCD screen, tap **Settings > More > Driver Installation**. (This is the last option on the More screen.)
3. After the driver installs, tether it to the computer.

Reset the Hotspot

You can reset the Hotspot to the factory setting on the device or on the Homepage. (This is useful if you have lost your Admin Login for the Homepage.)

Note: If you reset the modem, all of your customizations will be lost. If you want to keep them, save them before doing the reset, then restore them afterward. See Download (backup) and restore settings on page 45 for details.

Note: When you reset the hotspot, any currently connected devices will lose access and will have to be reconnected after the hotspot restarts.

On the LCD touchscreen:

1. On the home screen, tap **Settings > Reset**.
2. Tap **Yes**.
3. Tap **Begin Reset**.
4. After the device has reset, click **Restart**.
5. Reconnect your Wi-Fi devices.

On the Homepage:

1. On the home page, click **Settings > General > Software and Reset**.
2. Click **Reset**.
3. Click **Begin Reset**.
4. After the device has reset, reconnect Wi-Fi devices.

Alerts

SIM not installed

Ensure that the SIM card is installed correctly. See Replace the SIM card on page 43.

SIM Error — Check SIM

Ensure that you have your network service provider's SIM card inserted in the Hotspot. If there is still a problem, contact customer service. (The SIM may be damaged and need replacing.)

SIM Locked

1. Contact customer service for the PIN to unlock the SIM.
2. Go to the Homepage and log in as Administrator.
3. Enter the SIM PIN when prompted.
4. Click **Save**.

SIM MEP Locked

1. Contact customer service for the MEP unlock codes and tool to unlock your Hotspot.

Temperature-related alerts

The Hotspot is designed to work over a wide temperature range. (See Environmental Specifications on page 69 for details.) The mobile hotspot will shut down automatically if it goes out of the supported temperature range.

Move the device to an area where the temperature is more suitable and, if the mobile hotspot is too warm, make sure the area is well-ventilated and air can circulate around the device.

Note: The battery may not recharge if the mobile hotspot is outside the operating temperature range.

Connection alerts

Some connection alerts include instructions for resolving them. For other connection alerts, including those in the following table, contact customer service for assistance.

Table 5-1: Connection alerts

Alert	Description
8	Operator Determined Barring
25	LLC or SNDCP failure
26	Insufficient resources
27	Missing or unknown APN
28	Unknown PDP address or type
29	User authentication failed
30	Activation rejected by GGSN
32	Service Option not supported
33	Service Option not subscribed
34	Service Option temporarily out of order
36	Regular deactivation
37	QOS not accepted
38	Network failure
39	Reactivation required
40	Feature not supported
41	Semantic error in the TFT operation
42	Syntactical error in the TFT operation
43	Unknown PDP context
44	PDP context without TFT already activated
45	Semantic errors in packet filter(s)
46	Syntactical errors in packet filter(s)
67	Connection error
81	Invalid transaction identifier value
95	Semantically incorrect message
96	Invalid mandatory information
97	Message type non-existent or not implemented
98	Message type not compatible with the protocol state
99	Information element non-existent or not implemented

Table 5-1: Connection alerts (Continued)

Alert	Description
100	Conditional IE error
101	Message not compatible with the protocol state
111	Protocol error, unspecified
256	Invalid Connection ID
258	Invalid PRI NSAPI
259	Invalid Field
260	SNDCP Failure
261	RAB Setup Failure
262	No GPRS Context
263	PDP Establish Max Timeout
264	PDP Activate Max Timeout
265	PDP Modify Max Timeout
266	PDP Inactivate Max Timeout
267	PDP Lower layer Error
268	PDP Duplicate
269	UE RAT Change

6: Specifications

Mechanical Specifications

Weight	105 g (3.7 oz.)
Length	109.9 mm (4.33 in.)
Width	69.12 mm (2.72 in.)
Thickness	15.5 mm (0.61 in.)

Environmental Specifications

Operating temperature	0° C to 35° C (32° F to 95° F)
Storage temperature	-10° C to +60° C, 96 hours (14° F to 140° F)

Supported RF bands

Table 6-1: Supported RF bands

Technology	Bands
LTE	Network and Carrier Aggregation Quad-band (900/1800/2100/2600 MHz)
HSPA+	Quad-band (850/900/1900/2100 MHz)

7: Regulatory and Safety Information

Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (that is, have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the AirCard 782S Mobile Hotspot are used in a normal manner with a well-constructed network, the AirCard 782S Mobile Hotspot should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. NETGEAR and its affiliates accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the AirCard 782S Mobile Hotspot, or for failure of the AirCard 782S Mobile Hotspot to transmit or receive such data.

Safety and Hazards

The mobile hotspot **MUST BE POWERED OFF** in all areas that may be susceptible to radio interference, in particular:

- Prohibited areas

  Obey all signs and notices and follow all rules and regulations. Power off the mobile hotspot when instructed to do so or when you suspect that it may cause interference or danger.
- In areas where blasting is in progress
- Where explosive atmospheres may be present

  Areas with a potentially explosive atmosphere are not always clearly marked. Such areas include gas stations, fuel depots, chemical transfer or storage facilities, areas where blasting is in progress, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your cellular phone or vehicle engine.
- Near medical or life-support equipment

  Medical equipment may be susceptible to any form of radio interference. In such areas the mobile hotspot can transmit signals that could interfere with this equipment.
- On board aircraft

  In addition to Federal Aviation Authority (FAA) requirements, many airline regulations state that you must suspend wireless operations before boarding an aircraft. The mobile hotspot is capable of transmitting signals that could interfere with various onboard systems and controls.

Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, legal action, or both.

Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The mobile hotspot may be used normally at this time.

- While operating a vehicle

  The driver or operator of any vehicle should not use a wireless data device while in control of a vehicle. Doing so detracts from the driver or operator's ability to control and operate the vehicle. In some countries, using such communications devices while in control of a vehicle is an offence.

Caution: Unauthorized modifications or changes not expressly approved by NETGEAR, Inc. could void compliance with regulatory rules, and thereby your authority to use this device.

Proper Battery Use and Disposal

Note: Improper battery use may result in a fire, explosion, or other hazard.

To ensure safe and responsible battery use:

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the mobile hotspot.
- If using with a charger, use only the charger supplied with the mobile hotspot.
- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with the mobile hotspot.
- Follow local regulations when disposing of a used battery.
- Avoid dropping the mobile hotspot or the battery. If dropped and you suspect damage, take it to a service center for inspection.

Regulatory information for EU countries

To ensure safe use, the modem must be 1 cm or more from users during operation. NETGEAR hereby declares that the NETGEAR USB wireless modem conforms to all the essential requirements of Directive 1999/5/EC:

CE

For the current EU Declaration of Conformity, visit

http://www.netgear.com/about/regulatory/declarations-conformity/.

Notice: User restrictions for Wi-Fi operation apply in France. Please check with French authorities before using this device in France.

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